



Videoconference Training Guide



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The material in this document is based upon Galaxy/Vtouch software. The information is subject to change with new product and software releases.

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1.0 INTRODUCTION

Welcome to the Videoconference Training Guide

The goal of this guide is to familiarize you with your videoconference system and prepare you as an end user to confidently participate in a videoconference call. No prior knowledge of videoconferencing is necessary for you to be able to understand and operate the system successfully.

You will see the following icons throughout this guide.



Note: Note icons point out hints and important information.



Warning: A warning icon points out areas that require special attention.



Interactive: An interactive icon points out steps that need to be followed to perform a function.

1.1 WHAT IS VIDEOCONFERENCING?

Videoconferencing is an exciting new way to hold meetings and share information and ideas without having to travel. It is a two-way interaction between two or more sites located in distant locations. Through the use of this technology, remote sites can see, hear, and participate in meetings, training sessions, and a variety of other applications without the inconveniences associated with travel. With videoconferencing you can also show and see documents, drawings, slides, transparencies, computer images and more, all in real time.

In January 1998 and 1999 the MAG Regional Council identified videoconferencing as one of their highest priorities and approved funding for a Regional Videoconferencing System. In February 2001, MAG awarded a contract to Norstan Communications Inc., to complete the implementation of the System. Today the System is officially complete.

The goal of the RVS is to link MAG and its 28 member agencies with video and audio conferencing. To do this MAG provided each member agency with an "essential"

videoconferencing system. Each site received a 32-inch tv monitor, one computer, two microphones, one camera, all on a roll-about stand. In addition, network was supplied to connect all of the sites.

To date, videoconferencing equipment and network have been installed at 31 sites in the region including all cities and towns, the Gila River Indian community, Salt River Pima Maricopa Indian community, one site at Maricopa County and 3 sites at MAG. In addition over 50 site coordinators have received training on the use of the system.

MAG Regional Videoconferencing System sites throughout the region provide you the opportunity to videoconference with rooms full of people, each in a different location. You can videoconference with sites across the region, across the state, across the country or around the world.

1.2 WHY USE VIDEOCONFERENCING?

Reduce Regional Vehicle Trips

Videoconferencing allows users to conduct meetings, training and budget reviews with people located in remote sites without ever leaving their community. Reduced regional vehicle trips mean less traffic congestion and fewer air pollutants.

Reduce Travel Costs

Videoconferencing can eliminate many travel expenses such as transportation, hotels, and meals.

Increase Staff Productivity

Time previously spent on the road traveling between meeting sites can now be redirected to other activities.

Make Faster, Better Decisions

Because the cost to conduct a videoconference does not increase if you add more people to your meeting, all staff members can participate without increasing meeting costs.

Widen Agency Participation

Videoconferencing is an excellent tool to keep staff in distant locations informed of regional issues through regular regional meetings.

1.3 WHAT ARE SOME VIDEOCONFERENCING APPLICATIONS?

- Meetings
 - Board and committee meetings
 - Agency-to-agency meetings
 - Budget reviews
 - Bidder's conferences
 - Crisis management
 - Strategic planning
 - Review of technical plans, maps, and documents
 - Problem resolution
- Job Interviews
- Public Forums
- Training

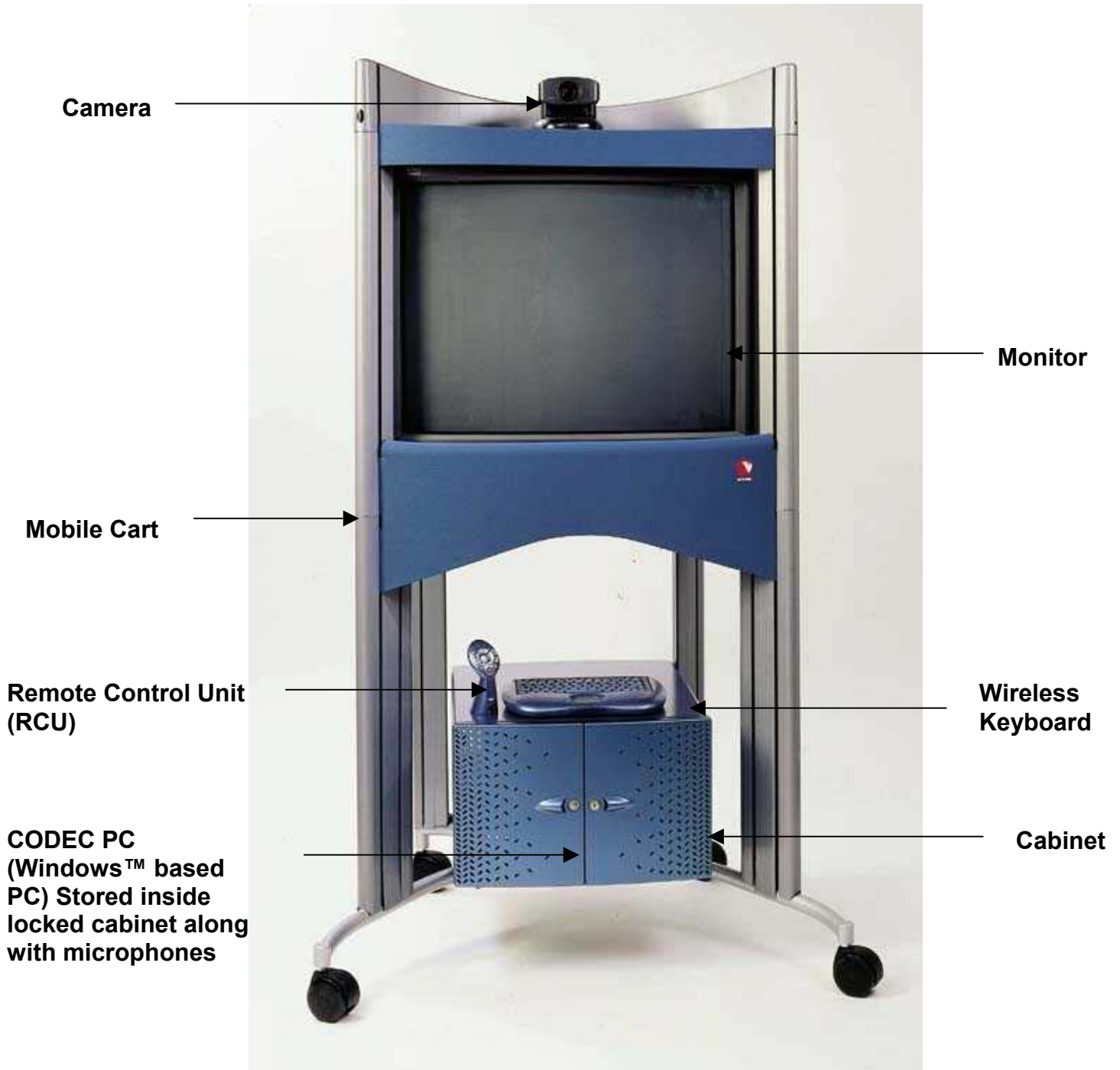
1.4 WHAT ARE THE COSTS INVOLVED?

The only charges that are incurred during a videoconference are the long distance charges associated with non-MAG business. MAG has purchased the essential videoconference unit at your site and pays for the phone line costs to connect your videoconference unit to all other MAG member agencies, as well as any training and marketing of this technology to fiscal year 2005.

2.0 EQUIPMENT OVERVIEW

2.1 KNOWING YOUR VIDEOCONFERENCE SYSTEM

Below is a diagram of a single monitor VTEL system with the major components identified. This is the essential videoconference unit purchased by MAG for member agencies through the Regional Videoconference System. Some agencies have elected to augment this unit.



2.1 KNOWING YOUR VIDEOCONFERENCE SYSTEM (CONTINUED)

Mobile Cart

The mobile cart houses all components of the videoconference system. A locked storage compartment enables secure storage of the CODEC PC, the keyboard and the microphones.

Camera(s)

The camera(s) is mounted on top of the 32" TV monitor. Cameras power up when the videoconference unit is turned on.

CODEC PC

The CODEC PC is the Windows 98™ based PC located in the cabinet.

Monitor(s) (left and right where appropriate)

If you have a single monitor system, in a videoconference the monitor displays the remote site. If you have a dual monitor system, in a videoconference the left monitor displays the remote site and the right monitor displays the local site or any documents that are currently being shared. The monitor(s) also includes a pair of built in stereo speakers.



Note: *The monitor(s) are strictly for videoconferencing purposes and should not be used with an antenna, satellite or cable hook ups. To do so may invalidate your support.*

Microphones

Two VTEL microphones are included and are stored in the locked cabinet. For optimum sound quality and to prevent feedback, they should be spaced at least two feet apart while in use and be facing away from the monitor(s).



Microphone



Note: *If you are only using one microphone during a videoconference, make sure the other microphone is unplugged. If you leave a microphone in the cabinet plugged in, you will hear a roaring sound.*

Keyboard

The wireless keyboard allows control of the videoconference features and use of applications installed on the CODEC PC. The wireless keyboard requires eight AA batteries. It is recommended to have extra batteries available.

2.2 OPTIONAL PERIPHERALS

- Remote Control Unit (RCU) – A hand held remote control that has a small thumb controlled joystick in the center and buttons for all of the menu shortcuts.
- *SMART* Board – An electronic whiteboard that is equipped with a list of *SMART* features to allow you to write, type and initial your approval during a meeting. Also, any participant, whether Here (Local) or There (Remote), can take control to annotate on the board.
- Document Camera - The document camera is like an overhead projector. When you place an object on the document stand (you may have to focus the camera or adjust your object), *SMARTView* captures your video, saves it as a slide and sends it to the remote site automatically.
- VCR - If you want to play, record, or share videos in a videoconference, the VCR offers this capability.

2.3 TURNING ON THE VIDEOCONFERENCE UNIT

To turn on of the videoconference system, follow these steps:



1. Turn on the monitor(s).
2. Take the wireless keyboard out of the cabinet.
3. Take microphones out of the cabinet and place them on the table facing away from the monitor(s) making sure they are spaced at least two feet apart. If your meeting room is small enough to only require one microphone, make sure to unplug the other microphone.
4. Turn on the system by pushing the power button on the front of the CODEC PC. The power button location varies and is either on the left or right side. The icon below will be located on the power button.



Power Switch Icon

5. The system will boot up (hit cancel if prompted for a Windows™ password).
6. After the system has initialized you will see a camera view of your room on the monitor(s).

3.0 INTERFACES AND CONTROLS

VTEL offers a variety of control options so that you can choose how you interact with the interface.

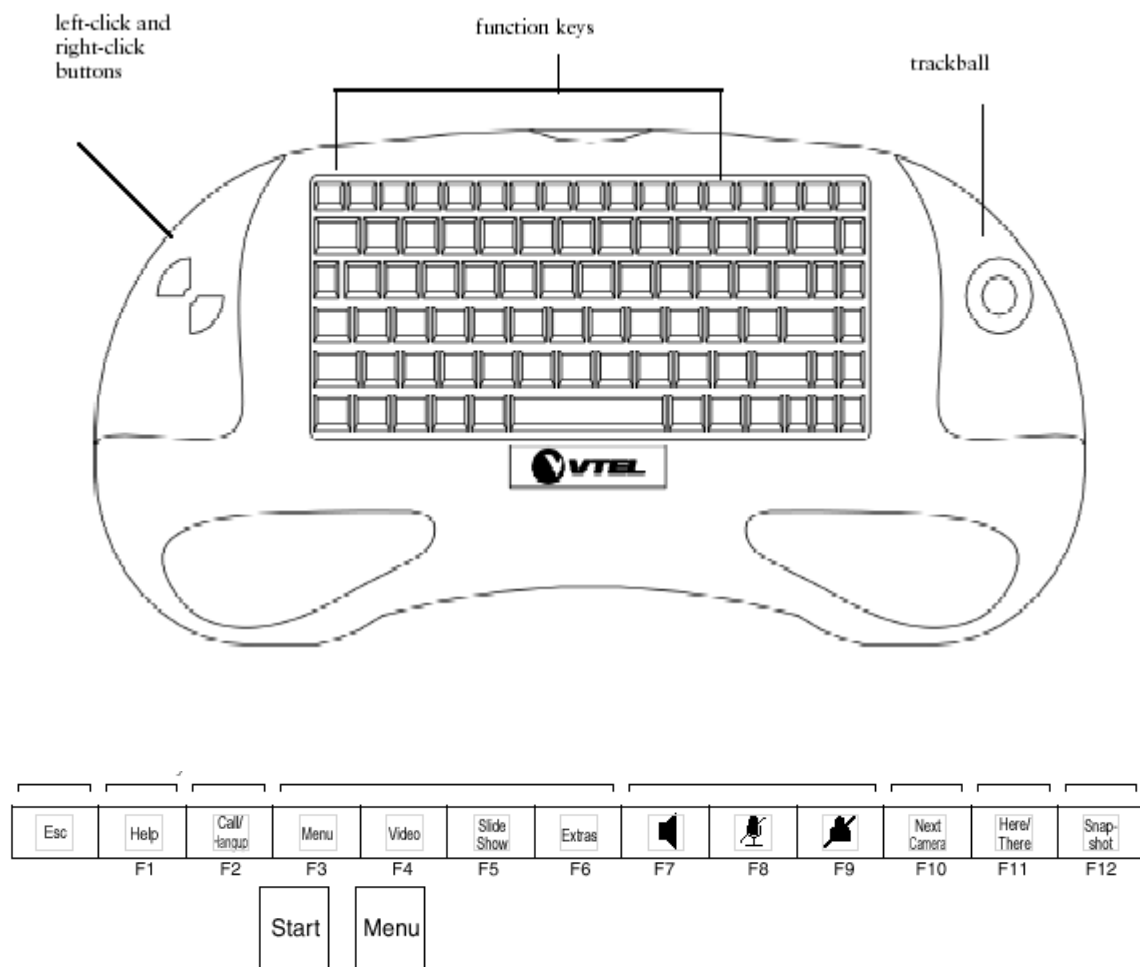
For this training guide, we will focus on using the wireless keyboard function keys to access features. However, all menus can also be reached by either clicking the right trackball button and selecting the appropriate menu, using the remote control unit (RCU) or the education tablet. The RCU and the education tablet are optional interfaces.

3.1 CONTROLS

- **Wireless Keyboard** – A wireless keyboard gives you the freedom and flexibility needed to use your videoconference system to its fullest potential.
- **Onscreen Menu** – Once the videoconference unit is on, you can use the right trackball button or press F5 on the keyboard to activate the onscreen menu items.
- **Education Tablet** – A tablet allowing control of the cameras, slides, annotation, and nearly all conference functions. The education tablet is optional and can be purchased by MAG member agencies through the regional videoconference equipment vendor.
- **Remote Control Unit** – A hand-held remote control unit (RCU). The RCU is no longer manufactured by VTEL.

3.1.1 WIRELESS KEYBOARD

Wireless Keyboard – A wireless keyboard gives you the freedom and flexibility needed to use your system to its fullest potential. It runs on eight AA batteries and has an infrared sensor that needs to be pointed directly at the sensors located on the cabinet in order for them to detect the keyboard, much the same as a remote control for a television.



Keyboard Function Keys

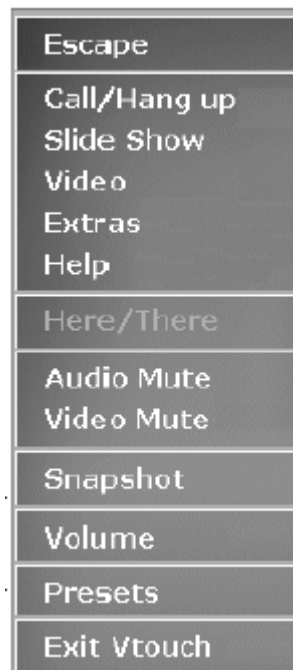
Wireless Keyboard Legend

<i>I Want To ...</i>	<i>Keyboard Command</i>	
<i>Exit out of any menu</i>	Esc	Esc
<i>Launch onscreen description of active screen</i>	Help	F1
<i>Launch call/address book screen or call status/hangup screen</i>	Call/Hang Up	F2
<i>Launch onscreen menu/access exit VTEL software option for shut down</i>	Menu	F3
<i>Launch video (camera) choices/presets /picture-in-picture capabilities</i>	Video	F4
<i>Launch PenPal slide capabilities</i>	Slide Show	F5
<i>Launch utilities (SMARTView, File Transfer, Applications)/sharing capabilities</i>	Extras	F6
<i>Increase/decrease room speaker volume</i>	Volume	F7
<i>Blank off send audio</i>	Audio Mute	F8
<i>Blank off send video</i>	Video Mute	F9
<i>Activate selection of next camera source</i>	Next Camera	F10
<i>Select snapshot source</i>	Here/There	F11
<i>Capture current image</i>	Snapshot	F12

3.1.2 ONSCREEN MENU

Whenever the videoconferencing program is maximized, (not viewing Windows Desktop, etc.) a right trackball click brings up an **Onscreen Menu**.

As you move the trackball cursor down the menu, the choices will highlight and a left trackball click will activate that command.



Right Click Menu Screen

Choices highlight as the trackball cursor rolls up or down the menu. A left trackball click on a highlighted item selects that choice. A left click outside of the menu hides the menu.

Onscreen Menu Legend

Escape - exits out of any menu

Call/Hangup - launches call screen/address book or call status screen/hangup

Slide Show - launches PenPal slide capabilities

Video - launches video (camera) choices/presets/picture-in-picture capabilities

Extras - launches utilities (SmartView, File Transfer, Applications)/sharing capabilities

Help - launches on-screen description of active screen

Here/There - utilize with snapshot feature -- selects either **Here** (local) or **There** (remote) view

Audio Mute - blanks off send audio

Video Mute - blanks off send video

Snapshot - captures current image

Volume - adjust speaker level up or down

Exit Vtouch - select to shutdown Vtouch VTEL software program

3.1.3 EDUCATION TABLET



Education Tablet

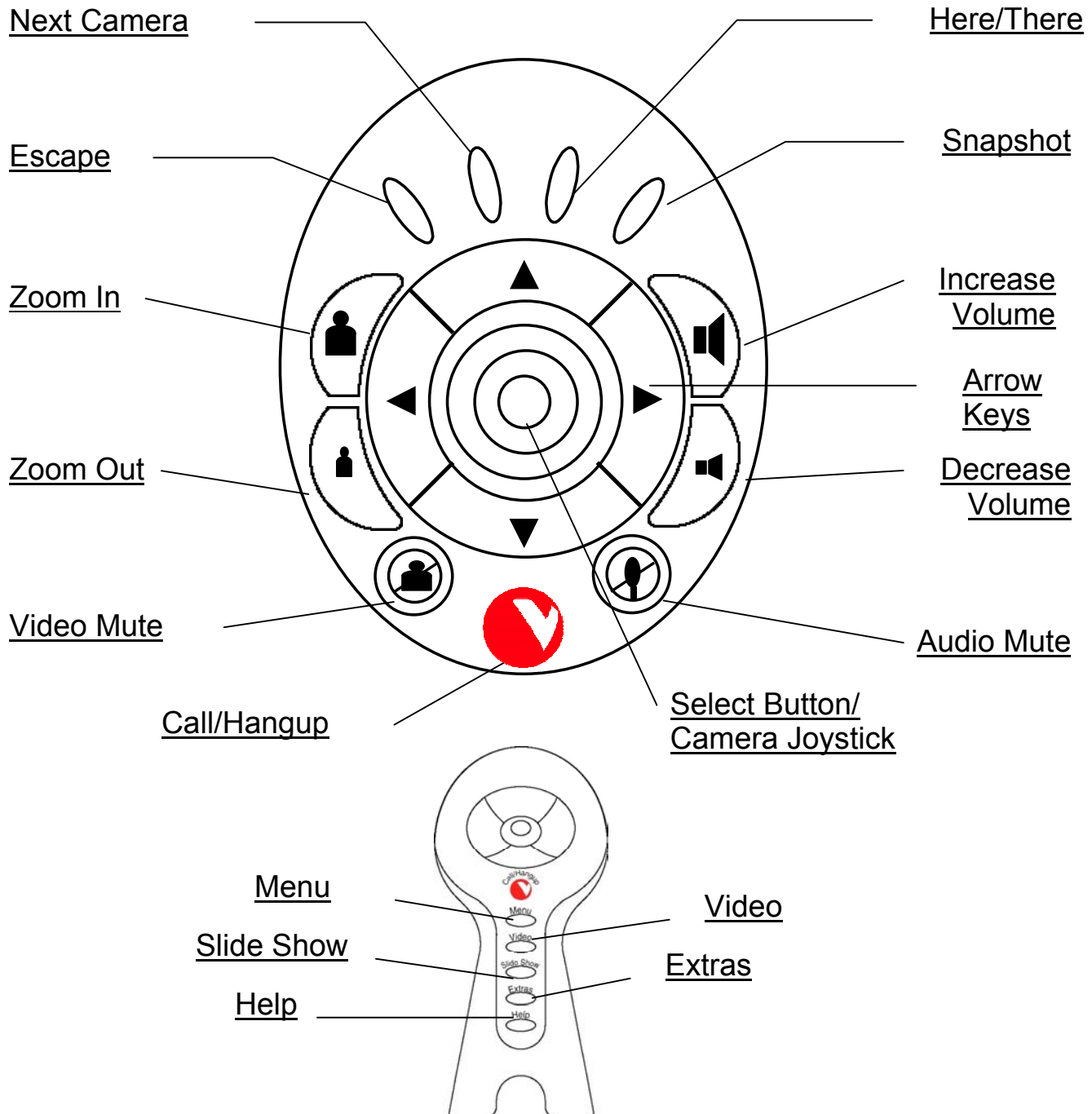
This intuitive tablet overlay is divided into sections; Video –There, Video – Here, Volume, VCR Record, Picture-In-Picture, Outgoing Call, Incoming Call, Draw and Slides.

Using the stylus pen located at the top of the tablet, point on the desired tablet button to activate the desired command. The stylus works the same way as a regular pen. The black button on the base of the stylus can be pressed if you do not wish to place the stylus directly on the tablet.

The grid in the center of the tablet is a mouse pad and annotation area. You can select line types and colors for annotation under the Draw option.

3.1.4 REMOTE CONTROL UNIT

Remote Control Unit (RCU) – An infrared remote control unit that gives you the freedom and flexibility to use the main features of the videoconferencing unit without using the keyboard. It runs on three AA batteries and has an infrared sensor that needs to be pointed directly at the sensors located on the cabinet in order for them to detect the remote control. It operates in much the same way as a remote control for a television.



RCU Legend

Select Button – acts as “enter” key

Camera Joystick – pans/tilts the camera

Arrow Keys - controls cursor within user interface

Camera Zoom Out - zooms active camera out

Camera Zoom In - zooms active camera in

Increase Volume - makes incoming audio louder

Decrease Volume - makes incoming audio softer

Audio Mute - blanks off send audio

Video Mute - blanks off send video

Escape – exits out of any menu

Next Camera -- activates selection of next video (camera) source

Here/There – selects between local and remote camera control

Snapshot - captures current image

Call/Hangup Button - launches call screen/addressbook or call status screen/hangup

Menu – launches onscreen menu/access exit Vtouch option for shutdown

Video - launches video (camera) choices/presets/picture-in-picture capabilities

Slide Show - launches PenPal slide capabilities

Extras - launches utilities (SmartView, File Transfer, Applications)/sharing capabilities

Help - launches on-screen description of active screen

4.0 MAKING A CALL

4.1 PLACING CALLS

There are three ways to place a point-to-point videoconference call:

- Speed Dial
- Hand Dial
- Redial

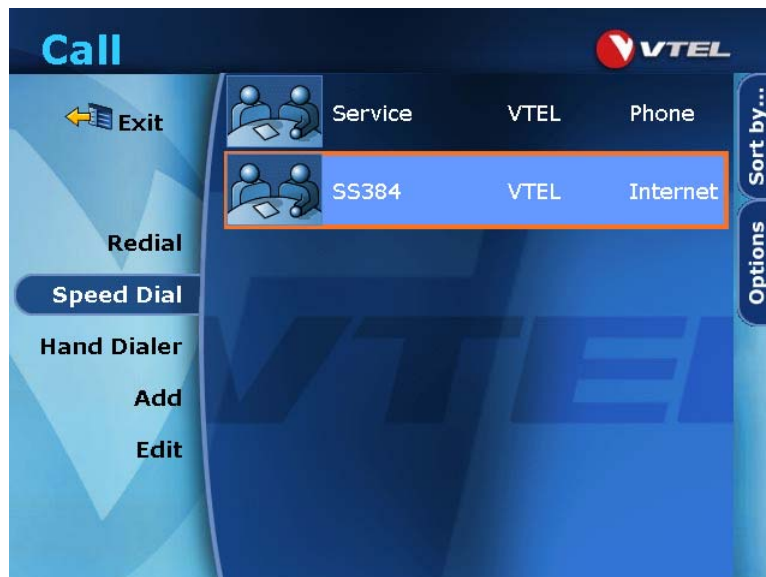
Each method is explained in greater detail in chapter 8, but most inter-agency calls will use speed dial.

4.2 SPEED DIAL FEATURES

The **Speed Dial** screen is the listing of your permanent Address Book entries. Each site has the site name, company name, and call type. Simply double-click on an entry to place a call. All MAG member agencies are listed in the speed dial list.



To get to the **Speed Dial** screen press the **Call/Hang Up** button on the keyboard. Using the trackball, left click on the “Speed Dial” option, which is second on the list on the left side of the Call screen.

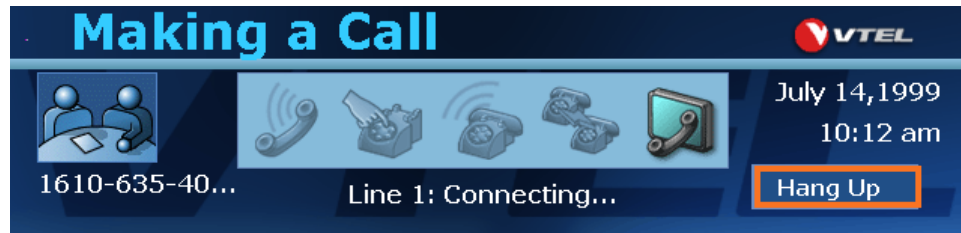


Speed Dial Screen

4.3 MAKING A CALL AND CONNECTING

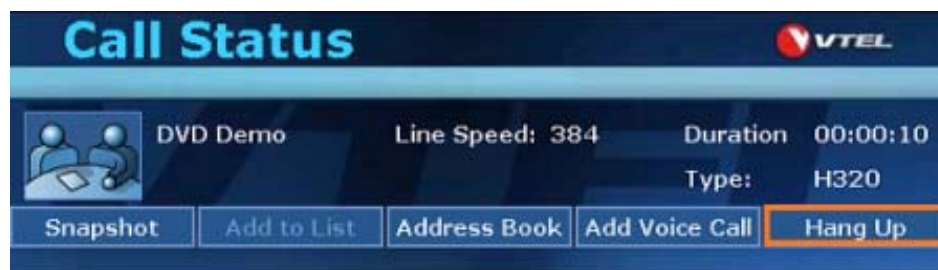
Once the list of speed dial sites appears, double click on the site you wish to call. The **Making A Call** screen will appear on the bottom of the monitor. As the call is being placed, you will see the images light up from the left to the right, beginning with the dialing of the phone, then ringing of the phone and finally, the two phones connecting. There will be approximately a thirty-second delay and then you will hear a loud “Ding”.

You are now able to begin your meeting.



Making A Call Screen

Once in a call, press the **Call/Hang Up** button and the **Call Status** screen will appear. The **Call Status** screen shows you what line speed you are connected at and the phone number of the other site.



Call Status Screen

Line speed is the rate at which video, voice and data are transferred from your videoconference unit to the far site videoconference unit. The maximum line speed for MAG member agencies is 384 kilobits per second (kbps). For Wickenburg and Gila River Indian Community, the maximum line speed is 336 kbps.

4.4 LEFT VIDEO MONITOR VIEW (OR FULL MONITOR VIEW IN SINGLE MONITOR SCENARIO)

The following items may be seen on your monitor. If you are running a dual monitor system, these appear on the left monitor.

- Remote site – The site you are connected to.
- Mute icons – Icons that show if you are on either video or audio mute.



Video Mute Icon



Audio Mute Icon

- Onscreen cursors for remote camera control – Arrows that show which direction you are moving the camera.
- Picture-In-Picture (PIP) window.

4.5 RIGHT VIDEO MONITOR VIEW (OR PIP WINDOW IN SINGLE-MONITOR SCENARIO)

If you are running a dual monitor system, you may see one of the following on the right monitor. This guide covers each of the bullet points listed below in later chapters.

- Local site (this is what the remote site sees)
- Onscreen cursors for local camera control
- Vtouch interface
- Slide Show Tray
- *SMART* Board images
- Document camera images
- Windows™ applications running on your computer system

5.0 MOVING THE CAMERA

While in a videoconference call, you almost always have full control over your cameras and the cameras at the far end. The only time you would not have full camera control is when *SMARTTrak* is enabled or during a multipoint call. *SMARTTrak* will be covered in Chapter 9 and multipoint calls will be covered in Chapter 12.

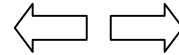
The camera can be moved in three different ways.

- Pan – Left to Right
- Tilt – Up and Down
- Zoom – In and Out

Control of the cameras is performed through the trackball on the right side of the keyboard and the buttons on the left side. You will see arrows on the screen that indicate which direction the camera will move.

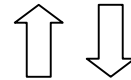
5.1 PAN (LEFT AND RIGHT)

Moving the trackball left and right and clicking the left trackball button moves the camera left and right. This is known as panning.



5.2 TILT (UP AND DOWN)

Moving the trackball up and down and clicking the left trackball button moves the camera up and down. This is known as tilting.



5.3 ZOOM (IN AND OUT)

Moving the cursor just to the left of center of the screen changes the cursor to a plus (+). Clicking the left trackball button when the cursor is the plus (+) symbol will zoom in.



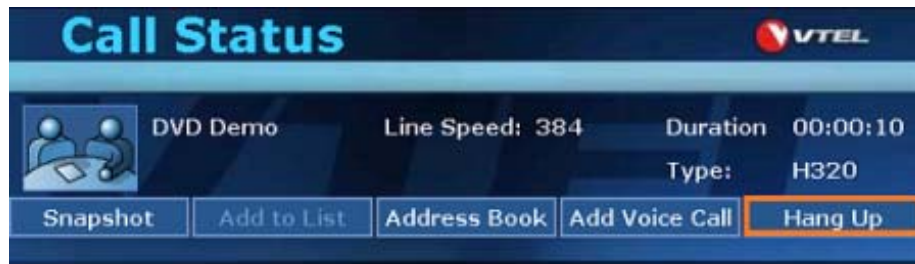
Moving the cursor just to the right of center screen changes the cursor to a minus (-). Clicking the left trackball button when the cursor is the minus (-) symbol will zoom out.



6.0 HANGING UP

6.1 DISCONNECTING A CALL

To disconnect a call, press the **Call/Hang Up** button on the wireless keyboard. This will open the **Call Status** screen. From the **Call Status** screen, click on the **Hang Up** button on the bottom right side of the screen.



Call Status Screen

Once the call has been disconnected, a blue message bar reading "Video Call Disconnected" will scroll along the top of the monitor.

7.0 SHUTDOWN

7.1 Shutting Down The System

There is no need to turn the videoconference system off between calls. If your site policy or circumstance requires the system to be turned off, the system must be shut down properly.



1. Close all open and/or shared applications.
2. Close the VTEL program. Press the **Menu** button on the wireless keyboard and select **Exit**.
3. Your monitor should now be displaying a PC desktop screen.
4. To view the Windows™ task bar, move the cursor to the bottom of the screen. The bar will expand from the bottom of the screen. Choose the **Shut Down** option from the Windows™ Start menu on the bottom left hand side of the screen. This will give you several options:

SHUT DOWN

1. Standby
2. Shutdown
3. Restart
4. Restart in MS DOS mode

Select option 2 to shut down. The CODEC PC will shut down and turn off.

5. Turn off the monitor(s)
6. Place microphones and wireless keyboard in the cabinet

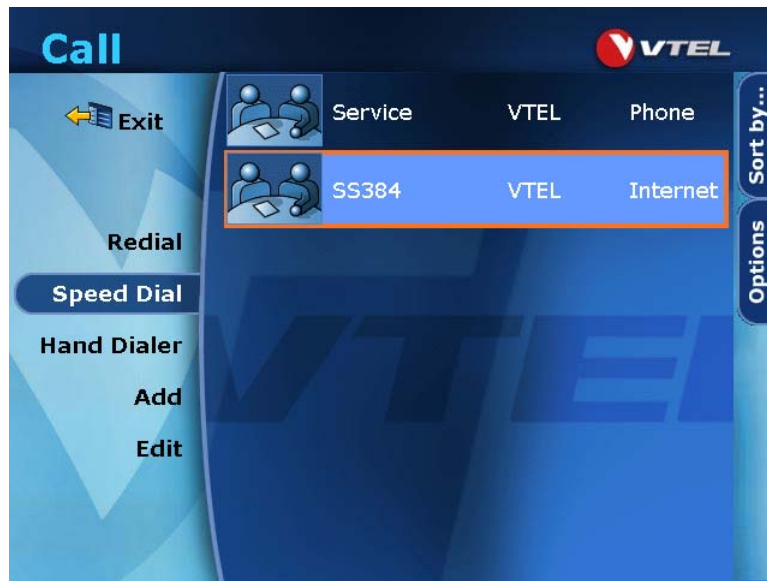


Note: When storing the equipment, place the wireless keyboard on top of the microphones. If the microphones are placed on top of the wireless keyboard, the weight of the microphones may depress a keyboard button and drain the batteries in the keyboard.

8.0 CALLING FEATURES

8.1 SPEED DIAL FEATURES

To access the Speed Dial features, press the **Call/Hang Up** button on the keyboard. Using the trackball, left click on the “Speed Dial” option, which is second on the list on the left side of the Call screen.



Speed Dial Screen

You can modify any address book entry in the speed dial list using the **Edit** feature. From the speed dial list, select the site you need to modify. Using the trackball, left click on the **Edit option**. Once edit is selected, make your corrections, and save your updated site by selecting **Save Changes**.



Edit Screen

8.2 HAND DIALER FEATURES

The **Hand Dialer** allows you to make an ad hoc call without creating a site entry in your Address Book. To get to the hand dialer screen, press the **Call/Hang Up** button on the wireless keyboard. Using the trackball, left click on the Hand Dialer option on the left side of the Call screen. When you select the “**Hand Dialer**”, the **ISDN** page is on top. Select the desired line speed from the pull-down menu and enter your call number by clicking on the provided number pad, or entering the numbers using the wireless keyboard. Backspace and reset are used if a wrong number is entered.



Note: For most calls, the selected speed should be 384 kbps.



ISDN Hand Dialer Screen

Add to List takes you to the site entry screen where you can complete the site information and save this number to your Address Book.

Once the call number is entered, click on **Dial** and your call is automatically connected.

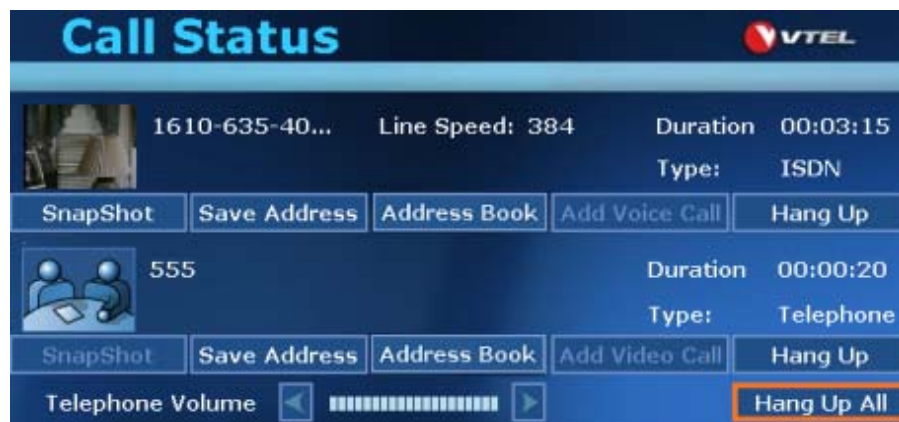
8.3 PHONE ADD-IN CAPABILITY

The **Hand Dialer** Phone Tab can be used to place an audio call. This allows the videoconference unit to be used for group audio conferencing – either during or outside of a videoconference.



Phone Add-in Hand Dialer Screen

To check the call status, press the **Call/Hang Up** button on the wireless keyboard. The call status screen shows the line speed you have connected at, the numbers you have dialed, the amount of time the call has been running and the option to disconnect the video call and/or the voice call. To close the screen, press the **Esc** button.



Call Status with Phone Add Screen

8.4 ADDRESS BOOK ENTRIES

To create an entry in your **Address Book**, you would select **Add** from the **Call** screen. The Address Book is a powerful tool allowing you to save time in placing calls.

The screenshot shows the VTEL 'Call' interface. On the left is a vertical menu with options: Exit, Redial, Speed Dial, Hand Dialer, Add (highlighted), and Edit. The main area has three tabs: ISDN, Internet, and Phone. The 'ISDN' tab is active, showing a form with fields for 'Number' (17009891000), 'Name' (empty), 'Company' (empty), 'Description' (empty), and 'Notes' (empty). A 'Line Speed' dropdown menu is set to '128'. At the bottom right are buttons for 'Dial', 'Save', and 'Advanced'. A 'Favorites' checkbox is at the bottom left of the form area.

Address Book Add Screen

Select the desired network call type -- for video calls select **ISDN** tab and voice calls select **Phone** tab.

Number, **Name** and **Line speed** are essential information. Entering information to complete the page will assist you when searching for this site. **Save** preserves the details on the page as a site. Using the trackball, left click on the **Add** option.



Note: Wickenburg and Gila River Indian Community can not add information to the address book because they are a direct connect to the MAG Multipoint Conference Server (MCS).

9.0 CAMERA(S)

To select the desired video source to send, you can toggle through the cameras using the **Next Camera** option on the wireless keyboard, or you can simply press the **Video** button. To choose the camera source, select the **Pick Camera** tab. Each available video source is represented by an intuitive icon. Highlighting and selecting the desired source will switch your send video to that camera – including sending your CODEC PC screen!



Video Source Screen

9.1 CAMERAS 1 AND 2

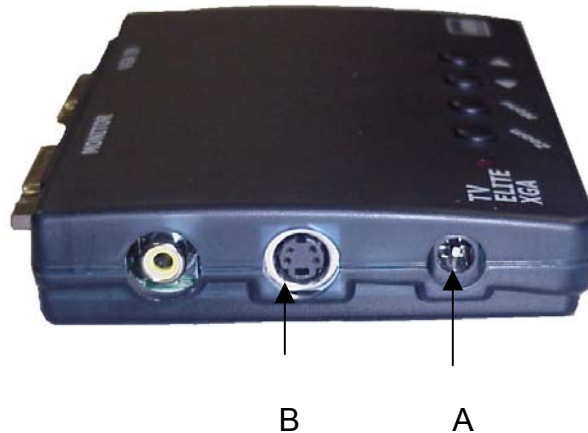
For single monitor systems there is only one active camera – Camera 1. For dual monitor systems there are 2 active cameras – Camera 1 and Camera 2. To select a camera source, for example Camera 1, press the **Video** button on the wireless keyboard, go to the **Pick Camera** tab, and double click with the left trackball button on Camera 1. The words, "Camera 1" will turn green when activated. You will follow the same process to select a different camera source such as Camera 2, document camera, VCR, or PC.

9.2 SCAN CONVERTER

A scan converter is included with each videoconference unit. The scan converter acts as a camera source and allows you to show computer images, such as PowerPoint™ presentations, during a videoconference. The **Here** (local) site and the **There** (remote) site will be able to view the presentation. The scan converter comes with a remote control, a 30' S-Video cable, a power supply, and cables necessary to connect between the scan converter and the computer/laptop.



1. To use the scan converter, plug in the power supply connector in the first port on the left side of the scan converter (A) and plug the other end of the power supply into an electrical outlet.

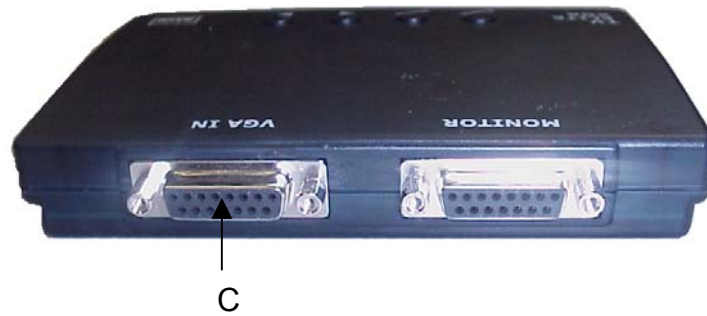


2. Next, plug in the 30' S-Video cable into the S-Video port, that is the middle port on the left side of the scan converter (B). The 30' S-Video cable should be permanently connected to a camera output on the back of the VTEL videoconference unit.



3. Then, connect the 15 pin male connector computer cable to the port labeled "VGA IN" on the scan converter (C).

1. Connect the remaining end, the 15 pin male connector side, to your laptop computer's VGA out 15 pin female connector port.
2. Once all of these connections are made you can turn on your laptop.



4. In order to show your laptop image during a videoconference, you need to select Camera 3 if you do not have a document camera or Camera 4 if you do. To do this, press the **Video** button on the wireless keyboard, go to Pick Camera and double click on the camera required.

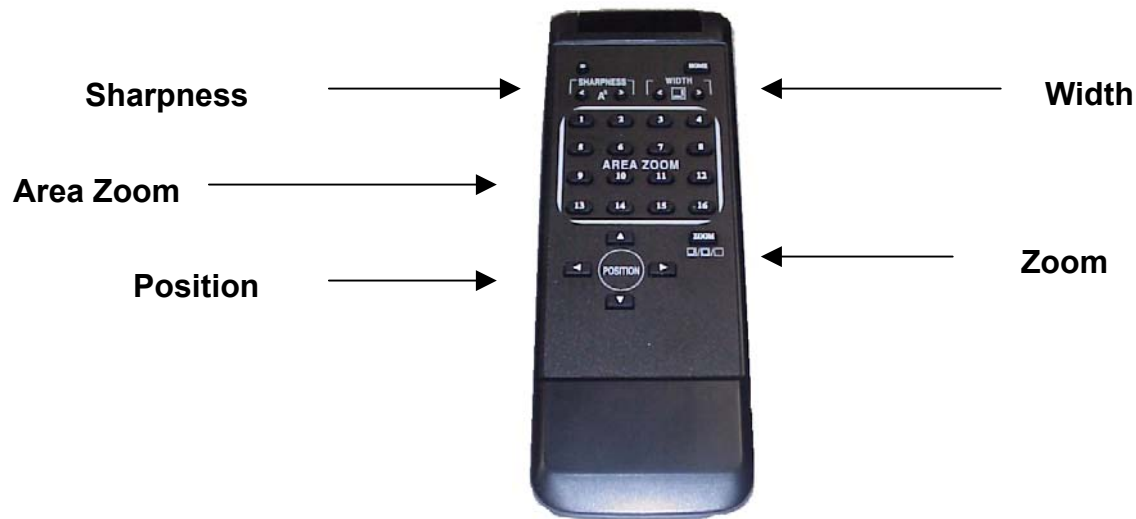


Note: *If you have a document camera it is always **Camera 3**, which means a system with a document camera will then have scan converter as **Camera 4**.*

Once the image from the laptop is showing on the TV monitor you may need to adjust the image by zooming in or out or changing the width of the image. MAG has found that these are the two most common items that need to be changed when using the scan converter.

Use the zoom button on top of the scan converter to toggle between three predefined zoom levels. Press the zoom button repeatedly until you have the desired zoom level.

On the remote control there are two width buttons. The width button allows you to increase or decrease the width of your laptop image on the TV monitor. To make an adjustment, use the left arrow and the right arrow width buttons.



9.3 PC

The CODEC PC screen is yet another camera source that you can select and send to the remote site in a videoconference. To select your CODEC PC screen, press the **Video** button on the wireless keyboard, go to **Pick Camera**, double click on **PC**. In a videoconference you will see your CODEC PC screen on the TV monitor and the remote site will also see the PC screen. You would use the CODEC PC if you have a presentation stored on a disk or CD.

9.4 PRESETS

Moving a camera frequently during a videoconference can be disruptive and cause you to lose track of the presentation. Each videoconference unit has twelve camera presets for you to store and recall, six for the **Here** (local) site and six for the **There** (remote) site. Presets stay in place even after the videoconference had ended.

Before making a call, select places in the room that you would like the camera to show during the meeting. For example, point the camera to a participant, the lectern or another section in the room.

9.4.1 PRESETS

To store a preset:



1. Press **Next Camera** on the keyboard. This will open the **Presets** screen.



Presets Screen

2. Click on the pushpin on the top right side of the Presets screen to hold the menu in place. To hide the screen, press the pushpin again.



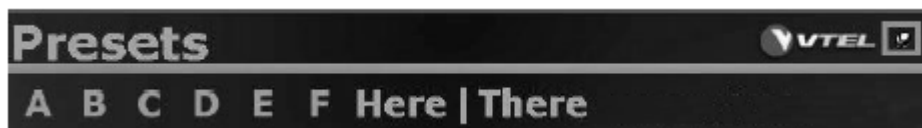
Pushpin Option

3. Move the camera to the desired location for the first preset.
4. To store a preset, click and hold the left trackball button on a preset letter. Before you set the preset, the letter is gray. The letter turns green after the preset is complete. It will take between 2-5 seconds for the letter to change from gray to green.

To recall a preset:



1. Press **Next Camera** on the keyboard. This will open the **Presets** screen.



Presets Screen

2. Click on a green preset letter with the left trackball button. This will recall the stored preset and move the camera to the desired location.



Note: *It is recommended that the Site Coordinator set the presets.*

9.5 FAR-END CAMERA CONTROL AND HERE/THERE FUNCTIONALITY

While in a videoconference, pressing the **Video** button will toggle control of the **Here** (local) and **There** (remote) camera.

When the **Here** option has been selected, a graphic in the top right side of the screen will show an animated camera pointing towards you. **Here** control controls the camera at the users site.



Here (local) Icon

When the **There** option is selected, the top right side of the screen will show an animated camera facing away from you. This gives the camera operator control to select and adjust the camera systems at the remote site.



There (remote) Icon

Here/There allows the ability to adjust or select the camera systems in the remote conference room. Adjustments are made the same way they are controlled in the local room.

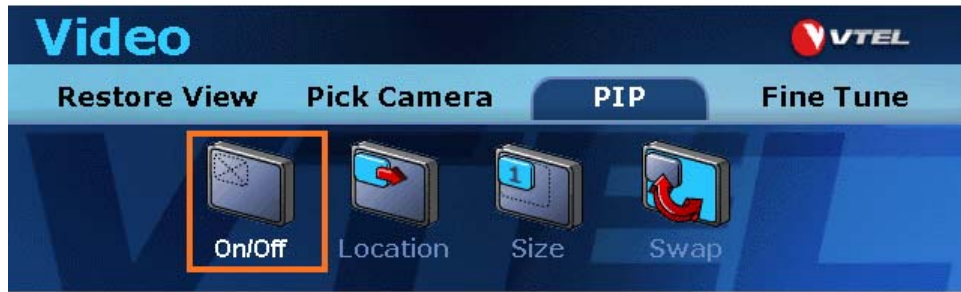
9.6 PICTURE-IN-PICTURE

Picture-in-Picture (PIP) is the ability to see two independent screens on one monitor. The PIP option is very useful on a single monitor system.

For example, when using PIP in a videoconference call, both **Here** (local) and **There** (remote) sites are displayed. Using the PIP window helps the **Here** site to verify the camera view and adjust the camera as needed. The **PIP** tab allows the user to turn PIP on or off, change the location of the PIP window, resize the PIP window, or swap the PIP window contents with the contents of the main video window.

If you are using a dual-monitor system, **There** displays on the left monitor while **Here** displays on the right monitor. When sending graphics, for example, the graphic will display on the right monitor.

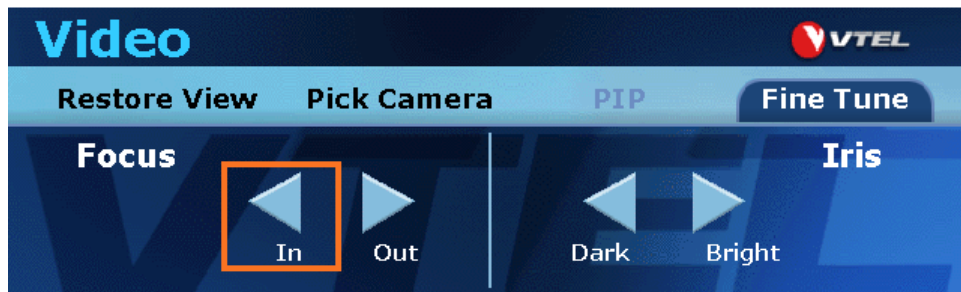
To access **Picture-In-Picture (PIP)**, press the **Video** button on the wireless keyboard and select the **PIP** tab.



Video PIP Screen

9.7 FINE TUNE ADJUSTMENTS

The videoconference unit allows for conference participants to control the brightness and focus of their cameras. The Fine Tune tab has buttons that control the active camera. To access the fine tune options, press **Video** button on the wireless keyboard and select the **Fine Tune** tab. You can focus the camera with the **Focus** buttons and change the brightness with the **Iris** buttons.



Video Fine Tune Screen



Note: The Video Fine Tune Adjustment screen is rarely used in a videoconference. Cameras are self-focusing.

10.0 OPTIONAL EQUIPMENT

10.1 SMARTTRAK

The **SMARTTrak** dual-camera system eliminates the need to manually move the camera every time a different person speaks during a meeting. Through voice activation, **SMARTTrak** enables the camera to automatically go to the next speaker when they begin speaking. **SMARTTrak** may take 3-5 seconds to find the next speaker.

To access the **SMARTTrak** option, press the **Video** button on the wireless keyboard and select **Pick Camera**. Click on the **SMARTTrak** icon with the left trackball button to activate it. Begin speaking and the camera will automatically find you.



SMARTTrack Icon

SMARTTrak is sound sensitive to the environment it is in and can react accordingly. If papers are being moved or someone is talking off-camera, **SMARTTrak** may pick this up and move the camera to the sound source. So even if the camera is on another speaker, if someone else is louder, the camera may track to them and disrupt the speaker.



Note: *You cannot manually control the camera(s) when **SMARTTrak** is activated. It will take the system a few seconds to adjust to the speakers location.*

10.2 SMARTVIEW FOR DOCUMENT CAMERA

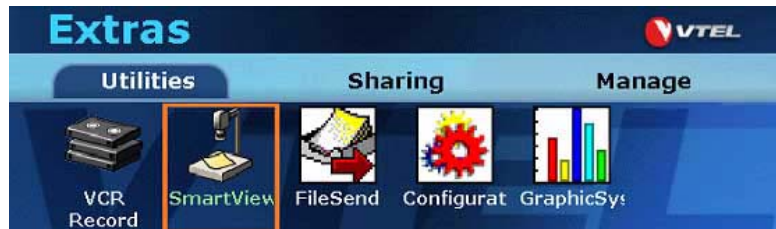
SMARTView is optional software in the videoconference unit that allows users to use the document camera to show documents as slides.

SMARTView must be activated if you wish to show the information on the document camera as a slide. If **SMARTView** is not installed, the document camera can be used as another camera source.

Motion-sensitive **SMARTView** captures the image and sends it automatically to the remote sites.



1. Press the **Extras** button on the keyboard
2. Select the **SMARTView** icon to activate
3. Lay the document onto the document camera
4. Focus the camera



SMART View Selection Screen

Once adjusting the object and focusing the camera have been completed, the motion detector senses absence of movement and switches control to the document camera. It captures the video image, saves it as a slide and sends it to the remote site. Camera control then returns to the local camera that was in use before you sent the slide.

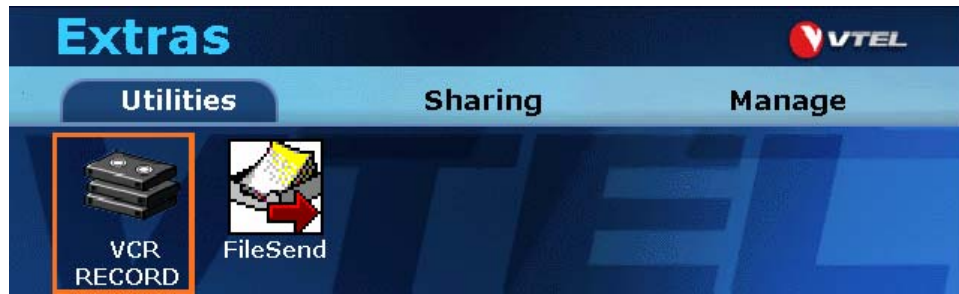
When you turn on **SMARTView** in the **Extras** menu, it functions as a preview camera on the right monitor. You can place a document under the camera and pan, tilt and zoom the camera, but the far site cannot view it until you have completed your adjustments approximately three seconds later.



Note: *SMARTView only works with systems that are dual-monitor enabled.*

10.3 VCR

VCR is a camera source that must be selected prior to playing a video tape. You can use the VCR to record or play videotapes during a videoconference. You can switch between **Here** and **There** video sources with the **Record Local Video** and **Record Remote Video** options, and direct a videotape recording to other participants in a videoconference.



Extras Utilities Screen

Testing your VCR Setup for Recording

Before sending a VCR image to the **There** (remote) site, check to be sure you are recording from the correct source and that you have the correct audio level.



1. Record for a few minutes to test the setup.
2. Rewind the tape.
3. Play the tape to verify that you recorded from the correct source. If audio played from or recorded to the VCR needs to be adjusted, contact your site coordinator.
4. Rewind the tape.

Recording the Video



1. Turn on the VCR and insert a tape
2. Select the **Extras** menu
3. Double-click VCR Record.



VCR Control Screen

- Select **Record Local Video** to record **Here** activities
- Select **Record Remote Video** to record **There** activities
- Select **Record PC** to record from your local PC

4. Press the VCR's **Record** button

You can change the video source at any time by selecting a different source button. If the **PIP** window is active, and you want to record its activities, use the **Record Remote** button. This will record both images.



Note: The VCR channel needs to be set to *Line/Aux Input*, and not *Channel Input*.

Playing the Video



1. Turn on the VCR and insert a tape
2. Select the **Video** option
3. Choose the **Pick Camera** tab
4. Choose the **VCR** button (the button turns *green*)
5. Press the VCR's **Play** button

10.4 USING A SMART BOARD

The **SMART Board** allows users to include handwritten notes and ideas in a videoconference. The **SMART Board** may be mounted on the wall or on a roll-about stand. It is connected to a video connector on the wall or directly to the videoconference unit through a video cable.



Note: The **SMART Board** should always stay plugged in.

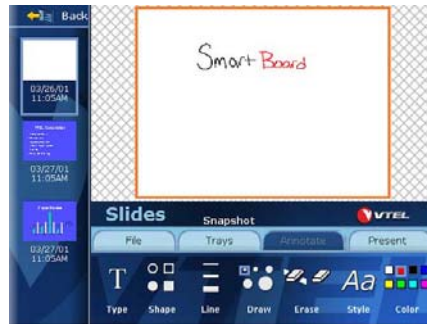


SMART Board



1. To begin a session, press the **Start/Clear All** button on the right side of the tray.
2. Four colored markers come with the **SMART Board**. Once a pen has been removed from the tray, the corresponding color will display on the board and on the monitor. Press firmly on the board when using the markers. A marker does not need to be replaced before removing another marker. The system recognizes the last color removed from the tray and will write in that color.

3. Start writing on the *SMART* Board. The *SMART* Board screen will automatically appear on the monitor when the board is drawn upon.



SMART Board Screen

4. To erase the ink from the board, use the eraser included and press the **Start/Clear All** button on the *SMART* Board.

11.0 SHARING

11.1 APPLICATION SHARING

Sharing allows videoconference participants to work together on an application. Documents, spreadsheets, graphics and any other Windows™-based program can be shared during a videoconference.

The shared program need only be loaded on the host computer. The receiving end runs in terminal mode off the host computer.

11.1.1 SHARING ACTIVATION

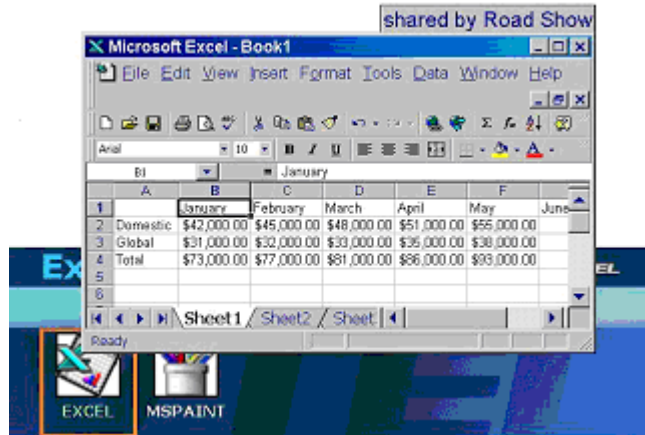
To cycle between an open application and a videoconference, you can press the shortcut **ALT + TAB** keys at the same time. **ALT+TAB** is a standard Windows™ shortcut that toggles through open applications.

1. First, open the document you wish to share from your desktop or Windows™ menu.
2. Press the **Extras** button on the keyboard.
3. Under **Extras**, select the **Sharing** tab. Icons will indicate which programs you have opened and are ready to share; select and double-click on the desired application.



Sharing Activation Screen

The document will appear with the "Shared by" message in the corner of the screen.



"Shared By" Screen

1. The receiving site can bring the document into view by using the shortcut **ALT + TAB** keys at the same time until the Shared icon is highlighted. Release the keys and the shared document will appear.
2. To take control, double click on the application with the left trackball button and begin entering data



Note: Sometimes the first exchange of control is slow to respond. After that first time, the exchange happens quickly.

To end a sharing session, the host needs to close the application. To verify that the application has closed;



- Press the **Video** button on the keyboard
- Select the **Here** tab
- Select the **Pick Camera** tab
- Click on the PC Icon to view the desktop

To access the videoconference screen, press **ALT+TAB** to cycle back to the VTEL screen.



Note: Cross-hatching will appear as the program closes.



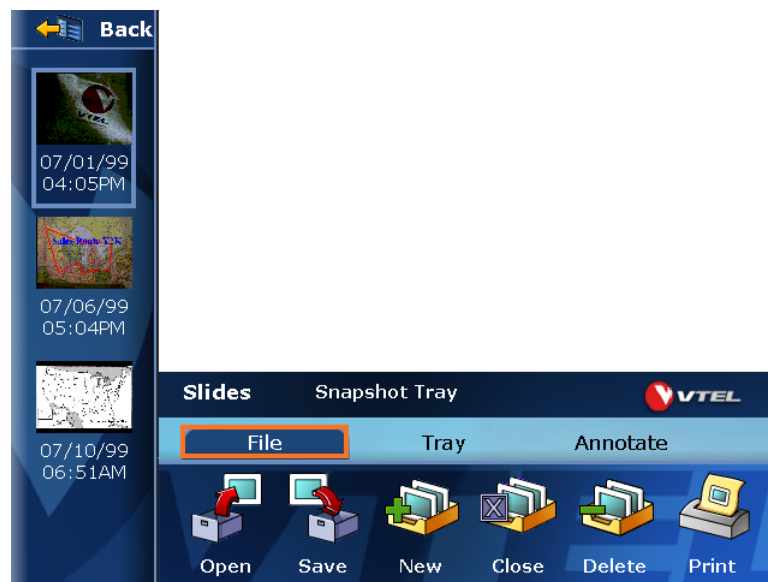
Warning: Do not install any applications on the CODEC PC without MAG or vendor permission. This may invalidate standard support.

11.2 SNAPSHOT, SLIDES, AND PRESENTATIONS

A snapshot is a high-resolution picture that can be taken during a call or in idle state and can be shared between participants.

One use for a snapshot is to add a graphic of the remote site to your speed dial list.

When you take a **Snapshot**, a message scrolls across the top of the screen telling you that the snapshot has been added to the slides tray. If you press the **Slide Show** key, you can then arrange your slides into a presentation.



Slide Show Screen

To take a snapshot:

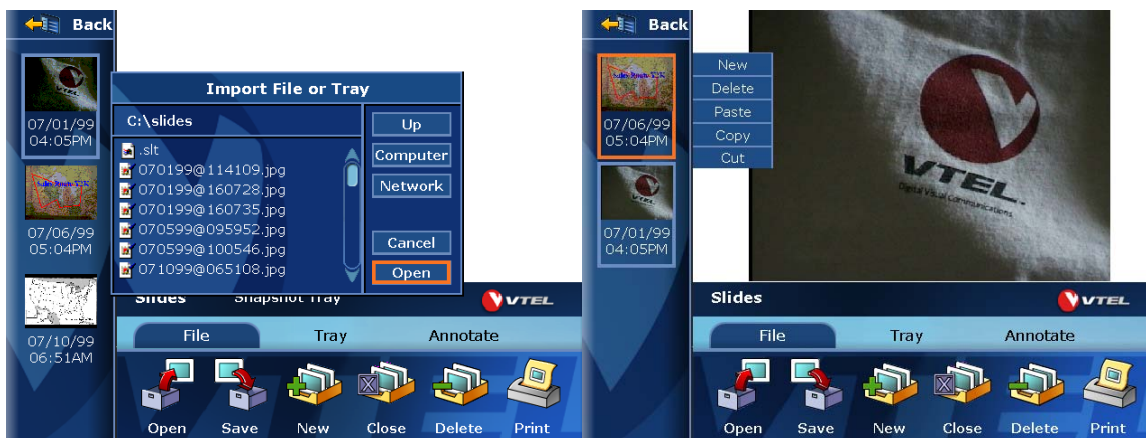


1. Press **Snapshot** on the wireless keyboard. A message scrolls across the top of the screen to inform you that the snapshot is added to the **Slides** tray.

Once a snapshot has been saved, it can be accessed again and sent to other sites.

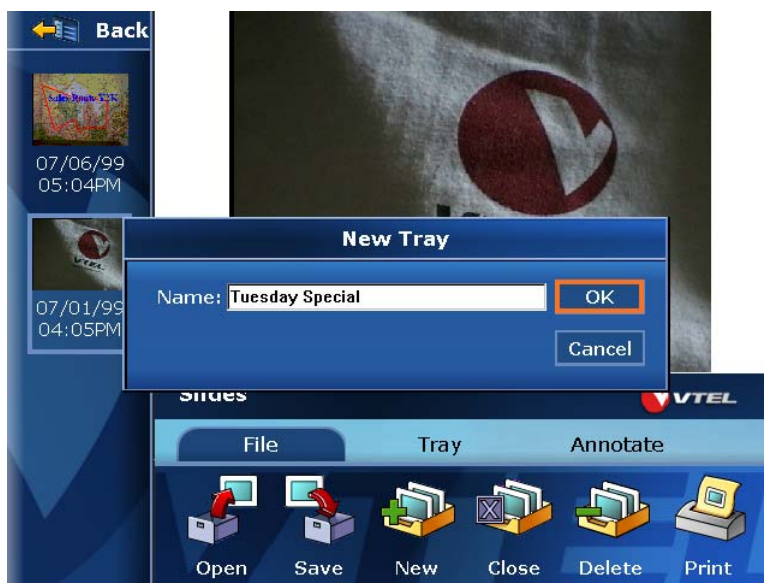
11.3 MANAGING SLIDE PRESENTATION FILES

To manage saved slides, press the **Slideshow** button on the wireless keyboard.



Managing Slides Screen

Slides and drawings from the *SMART* Board are stored in slide trays under the **Slides** folder. Snapshots and imported graphics can be recalled by selecting **Open**. Slides in a tray can be moved within that tray or moved to other trays by **Cut** and **Paste**. To save a slide press **Save** and choose the location to save it to.



Slide New Tray Screen



Slide Annotate Screen

Annotating a slide in a videoconference provides real time, 2-way interaction. The **Annotation** screen permits typing and drawing in various fonts, colors, sizes and shapes. You can erase a single line or erase all. (For example, on a map of the USA, site A could put red circles in CA, AZ and TX and site B could place blue circles in different states. This demonstrates collaborative communication through slide annotation).



Slide Tray Screen

Several **Trays** can be opened simultaneously, but only the active tray slides are viewed as thumbnails along the left side of the screen.

A full screen presentation can be viewed by double-clicking **Present**. Moving through the presentation - forward and reverse - is controlled by the **left** and **right** arrow keys on the keyboard.

12.0 MULTIPOINT CONFERENCE

There are two types of videoconference: point-to-point and multipoint. In a point-to-point videoconference, two sites are connected directly to each other. In a multipoint conference, three or more sites are connected to a multipoint conference server (MCS). All of the sites in a multipoint conference can hear and see each other. There are several options for video display that are controlled by features of the MCS.

- Continuous Presence - In continuous presence mode, the monitor is divided into four equal size quadrants (Hollywood Squares). The MCS administrator assigns each quadrant to a site when scheduling the multipoint call. Site assignment must be done in advance of the meeting. In continuous presence mode one of the quadrants can be designated as a voice activated quadrant (VAQ). This means that whenever a person at a site, not already assigned to a quadrant, speaks, the MCS will automatically switch to the speaker, allowing all other sites to see the person in the VAQ.
- Full Screen - In full screen mode, the person who speaks last appears on the screen in full view until another site begins speaking. Then the view changes to the next speaker. Only one site can be seen at a time in full screen mode.



Note: *Wickenburg and Gila River Indian Community must always use the Multipoint Conference Server to participate in a videoconference as they are directly connected to this unit.*

The next four sections explain how to participate in a multipoint conference.

12.1 BEFORE JOINING A CONFERENCE

There are two ways to join a multipoint conference. One is to dial into the MCS, the other is to have the MCS dial your site. It is usually easier for site coordinators if the MCS dials out to each site. If you wish to dial into the MCS, the MAG Hub Site Coordinator will provide the number to dial prior to the call. This information will be sent to the Site Coordinator via the **Confirmation/ Notification Form** (pages 70-71).

Because a multipoint videoconference can be confusing, MAG has a **Pre-Videoconference Check List** that should be followed prior to conducting a multipoint call. See the checklist on pages 61 and 62.

A videoconference test call must be conducted prior to each multipoint videoconference. The videoconference test call runs more smoothly if all site coordinators test the call together. To do this, it is best to dial into the Latitude audio conference at a specified time. From a phone in the videoconference meeting room, dial into the Latitude audio

conference one hour prior to the multipoint videoconference test call. Once all site coordinators are in the audio conference call, questions can be addressed and problems can be resolved. Once each site is successfully connected to the MCS, site coordinators can hang up the Latitude audio conference call.

12.2 JOINING A CONFERENCE

If you are dialing in to a multipoint call:



1. Press the **Call/Hangup** button on the wireless keyboard to view the **Call** screen.
2. Use the **Hand Dialer** to dial the conference telephone number.

If the MCS is dialing you, the system will automatically accept the call.

After the call is connected, the following Multiway screen will appear:



Multiway screen

Status messages appear on the light blue bar under the word, “Multiway”. Select the **Hide** button, located at the right end of the blue bar to see more video and only a small part of the **Multiway** screen. All conference participants will be listed on the left side as they join the conference.

12.3 VIEWING PARTICIPANTS

Usually during a multipoint videoconference you will want to view the site that is talking at that moment. If you select **View Talker** in the Participants list, the software will automatically show you the video for the site that is speaking. The name of the site you are viewing is underlined in the Participants list.

If you prefer to view a specific site, select that site name from the **Participants** list on the left side of the screen. You can return to automatically viewing the speaker by selecting **View Talker** at any time.



Note: You are not able to view a specific site in a directed Continuous Presence call because Continuous Presence calls designate sites to quadrants before the meeting begins and these sites cannot be changed.

12.4 PARTICIPATING IN A MULTIPOINT CONFERENCE

In a multipoint environment it is important to identify oneself prior to speaking. Wait 2-3 seconds after the last person talking before you begin speaking to allow for audio and video delay.

12.5 MULTIPOINT VIDEOCONFERENCE WITH CONTINUOUS PRESENCE

Continuous presence is an option when scheduling a multipoint videoconference. Continuous presence is where all sites view four other sites arranged in a quadrant-screen display. Often in continuous presence mode one quadrant is designated as the voice activated quadrant.



Note: This cannot be changed during a videoconference. Once continuous presence has been selected, the conference will remain in that mode. Likewise, you cannot turn off Continuous Presence once a meeting has begun.

12.6 MULTIPOINT VIDEOCONFERENCE USING COLLABORATES

If connection to multiple sites with different transfer rates is needed, Collaborates Mode will be used. Collaborates used in a multipoint conference will support as many as five

different transfer rates. Sites communicate at the highest levels supported by their conferencing equipment.



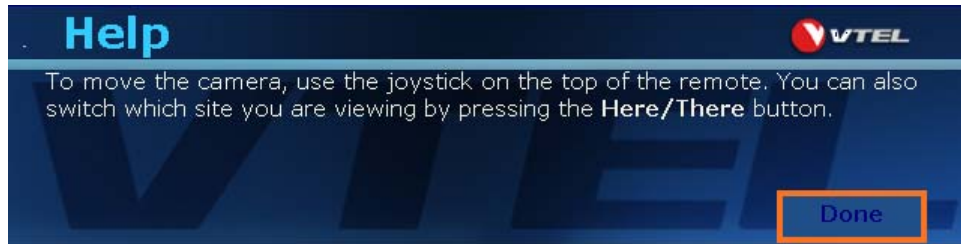
Note: *Wickenburg and Gila River Indian Community are the two MAG Member Agencies that connect at a lower transfer rate than all other MAG sites.*

13.0 HELP

The VTEL **Help** function provides useful information on the current screen. The **Help** screen gives you immediate answers to commonly asked questions on the screen you are viewing.

To view help, press the **Help** button or click the right trackball button and select Help.

To close the **Help** function, press **Esc** or left click **Done**.



Help Screen

14.0 DOCUMENTATION

14.1 OVERVIEW

MAG has created a policies and procedures manual to assist member agencies in using video and audio conferencing technology (video/teleconferencing). Each Site Coordinator has a copy of the manual. The Policies and Procedures cover a wide array of topics including scheduling, call launch procedures, internal marketing and communications, service and support and staffing. All of these topics focus on one clear objective; building the most effective and efficient video/teleconferencing network.

The MAG Regional Videoconference System (RVS) is a three-year demonstration project funded through Federal Highway Administration (FHWA) to reduce regional vehicle trips and traffic congestion. To show that the project is meeting its objectives, MAG needs to document video/teleconference use and show it to FHWA. Funding may cease after three years if MAG does not fully document video/teleconference use. Future video/teleconferencing supported by MAG depends on complete and accurate documentation of use.

The documents necessary for this are in Appendix C and include:

- Scheduling and Documenting Form
- Confirmation/Notification Form
- Site Certification For Non-MAG Regional Videoconferencing System Sites Form
- Site Information For MAG Regional Videoconferencing System Sites Form

14.2 SCHEDULING AND DOCUMENTING FORM

The **Scheduling and Documenting Form** is a multi-purpose form for scheduling and documenting a meeting. To schedule a multipoint meeting, the Originating Site Coordinator (OSC) must complete Part I of this Form and send it via e-mail (rvshelp@mag.maricopa.gov) or by fax to 602-254-6490 to the Hub Site Coordinator (HSC), 10 business days prior to a 10 or greater site multipoint videoconference, 5 days prior to a 5 site or less multipoint videoconference or two business days point to point videoconference or an audio conference.



Note: Please follow the Time Guidelines to avoid technical issues that may occur from last minute planning.

The **Scheduling and Documenting Form** is also used for documentation. Part II must be completed after the meeting. The entire form **must** be kept on file with the OSC and a signed and dated copy faxed to the HSC within five business days of a meeting.

14.3 CONFIRMATION/NOTIFICATION FORM

The Hub Site Coordinator (HSC) will provide the Originating Site Coordinator (OSC) with confirmation of the meeting by completing Confirmation/Notification of Meeting Form and sending it to the OSC by e-mail or fax. Once the reservation is made, the OSC will email or fax this form to participating site coordinators. A participating site coordinator is a site coordinator involved in the scheduling process because either he/she or someone from his/her site is participating in the meeting. The participating site coordinator is responsible for notifying meeting participants at his/her location, confirming their attendance, and confirming reservation of the videoconference room and equipment.

14.4 SITE CERTIFICATION FOR NON-MAG REGIONAL VIDEOCONFERENCING SYSTEM SITES FORM

The Site Certification Form is to be completed by non-certified sites. A non-certified site is a new video site with whom none of the MAG or MAG member agency sites have ever videoconferenced. Since little or nothing is known about the non-certified site, the OSC must complete this Form with the non-certified site in order to provide contact and video site information needed to make a successful videoconference call.

The OSC will know if a site is non-certified when completing the Scheduling Form. The OSC must ask all non-certified sites to complete this form. The OSC must give this completed form to the HSC one week prior to the meeting so that the HSC can update the Site Profiles database. Three days prior to the videoconference the HSC will perform a test call with the non-certified sites.

14.5 SITE INFORMATION FOR MAG REGIONAL VIDEOCONFERENCING SYSTEM SITES

The Site Information Form only needs to be filled out once by each end site coordinator and the hub site coordinator (HSC). If there is a change in personnel or videoconference equipment, then this Form should be resubmitted to the HSC with the correct information within three business days of the change. Information from this form will eventually be kept in a Site Profiles database available for end and hub site viewing. It will be a secure site. In addition, information from the Site Certification Form, will be added to the Site Profiles database.

Please refer to the Site Information policy and procedure for more detailed information.

14.6 ARIZONA OPEN MEETING LAW

Video/teleconferencing (VTC) At MAG Committee Meetings Policies and Procedures

To comply with the Arizona Open Meeting Law, the steps below **must** be followed when using videoconferencing and/or teleconferencing (VTC) at public meetings.

If the meeting uses videoconferencing and/or teleconferencing:

1. Insert VTC text into the Meeting Agenda
2. Insert VTC text into the Public Notice
3. Ensure facility is open to the public
4. Ensure meeting minutes identify participants who participated by video/teleconference

It is also recommended that a roll call be conducted.

Step 1

Insert VTC Text into the Meeting Agenda

It is good practice to notify committee members that they have access to this technology on the first page of the agenda. Below is some sample text that you may use.

"A meeting of the MAG <Committee Name> will be held at the time and place noted above. Members of the <Committee> may attend **in person, by videoconference or by telephone conference call**. Those attending by videoconference must notify the MAG site by <5 business days prior to meeting>. Those attending by telephone conference call are requested to call 602-261-7510 between <5 minutes prior to meeting start time> and <meeting start time>. After the prompt, please enter the meeting ID number on your telephone button pad followed by the pound button. If you have a problem or require assistance, dial 0 after calling the number above."

This is not required for a private meeting, such as a job interview, not subject to the Arizona Open Meeting Law. If there is a quorum of members present at a meeting, it is subject to the Arizona Opening Meeting law. A quorum is the minimum number of members who must be present at the meeting before business can be legally transacted.

The following is a sample MAG Telecommunications Advisory Group (TAG) agenda.

TO: Members of the MAG Telecommunications Advisory Group

FROM: Jim Hull, Mesa, Chairman

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF
TENTATIVE AGENDA

Thursday, September 13, 2001, 10:00 a.m.

MAG Office, Suite 200, Saguaro Room
302 North 1st Avenue, Phoenix

A meeting of the MAG Telecommunications Advisory Group (TAG) will be held at the time and place noted above. Members of the Telecommunications Advisory Group may attend **in person, by videoconference or by telephone conference call**. Those attending by videoconference must notify the MAG site by Thursday September 6th. Those attending by telephone conference call are requested to call 602-261-7510 between 9:55 a.m. and 10:00 a.m. After the prompt, please enter the meeting ID number 624824 (MAGTAG) on your telephone button pad followed by the pound button. If you have a problem or require assistance, dial 0 after calling the number above.

If you are attending in person, please park in the garage under the Compass Bank Building. Bring your ticket to the meeting parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

Please be advised that under procedures approved by the MAG Regional Council on June 26, 1996, all MAG committees need to have a quorum in order to conduct business. A quorum is a simple majority of the membership, or 10 people for the MAGTAG. If you are unable to attend the meeting, please make arrangements for a proxy from your jurisdiction to represent you.

If you have any questions or need additional information, please contact Heidi Pahl at (602) 254-6300."

Step 2

Insert VTC Text into the Public Notice

The notice should state that one or more members of the public body will participate by Video/Teleconference. In the appropriate notice, the following will be inserted after the first sentence:

"Members of the (full name of committee or group meeting) will attend in person or by telephone conference call or by videoconferencing."

Step 3

Ensure Facility is Open to the Public

The MAG offices must have facilities that permit the public to observe and hear all telephone or video communications in a public meeting. Other locations open to the public should be identified in the agenda and public notice.

Step 4

Meeting Minutes

The meeting minutes must identify the members participating by telephone or video communications and describe the procedures followed to provide the public access to all communications during the meeting.

See MAGTAG meeting minutes below, where the telephone conference participants are identified by a double asterisk and videoconference participants are identified by a checkmark. You must also write the names of the members that participated by audio and/or videoconference in the 'Call to Order' section of the meeting minutes.

MINUTES OF THE MARICOPA ASSOCIATION OF GOVERNMENTS TELECOMMUNICATIONS ADVISORY GROUP

October 25, 2001
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Jim Hull, Mesa, Chair

**Mark Neerings for Tim Greene, Avondale

*Betsy Wise¹, Carefree

**Scott Rice, Chandler

*Peter Putterman¹, Fountain Hills

*Shawn Woolley², Gilbert

*Jerry Wightman, Glendale

*John Imig¹, Goodyear

***Lynn Dunn¹, Litchfield Park

**Cary Parker², Maricopa County

*Members neither present nor represented by proxy.

**Participated via telephone conference call.

*** Participated via videoconference call.

¹ Site Coordinator

² Site Backup Coordinator

I. Call to Order

The meeting was called to order at 10:00 a.m. by Chair, Jim Hull. Voting members: Tim Greene's Proxy attended via telephone conference call and Lynn Dunn attended via videoconference."



Note: After you videoconference or audio conference, you must complete documentation. This documentation can be found on the MAG web site www.mag.maricopa.gov. Go to the Regional Videoconferencing System (RVS) home page and download forms.pdf. Instructions are available in Chapter 14.2.

Roll call

The Arizona Agency Handbook (1983) under the Open Meeting Law for Telephone Conferences, states: "The public body should develop procedures for clearly identifying all members participating by telephonic or video communications."

To comply with this step, it is recommended that an initial attendance should be done by roll call.

The roll call will help to ensure the meeting runs effectively and efficiently. You may read the text below during your meeting.

"It is customary to do a roll call at the beginning of the meeting to acknowledge all meeting participants. Could those participating by videoconference please introduce themselves? Could those participating by telephone conference call introduce themselves?"

In addition, it is recommended that all votes taken during a videoconference or teleconference meeting are done by roll call. To ensure accuracy when doing roll call for a vote, it is recommended that the MAG staff person read the list of committee members one by one and record each member's position on a vote.

15.0 VIDEOCONFERENCE TIPS AND ETIQUETTE

Successful use of Videoconferencing systems and equipment depends on

how you USE the technology...
NOT on the technology itself

If you follow these guidelines, your videoconference will be a success!

Be Prepared

Before the videoconference, prepare and distribute an agenda to the remote sites. Preparing a written agenda helps you accomplish your goals in the time allotted. If you are going to tape the videoconference, set up your VCR and select **remote** or **local video** for taping via the user menu on the VTEL System.

Be Camera Conscious (Not self-conscious)

Before beginning a conference, check all cameras to be sure that important conference elements (such as the table where everyone will sit, whiteboards, and sketch pad easels) can be displayed as needed. Be aware of which camera you are using. If you switch to an auxiliary camera to show a whiteboard or a graphics stand, switch back to the main camera when the discussion turns to other topics.

Introduce All Conference Participants

At the start of a conference, introduce everyone at both ends of the conference, even those individuals who are not in camera range. If additional people join a conference while it is in session, take the time to introduce the newcomers.

Act Naturally

Use gestures, facial expressions, notes and graphics just as you do in face-to-face meetings. They add life to your meeting and keep your presentations interesting.

Don't Shout!

The microphones can easily pick up the sound of conversation, so you do not need to shout. Participants should speak one at a time to ensure that everyone is understood. Remember that the microphones should face toward the meeting participants and away from the audio speakers to ensure clarity and to avoid feedback.

Use Mute Only Within Reason in a Point-to-Point Call

When you mute your microphones, people at the remote site may become uncomfortable. Muted microphones are the video equivalent of “whispering behind your hand”. If you must hold a private conversation, ask the remote site’s permission before you mute, keep the conversation brief, and thank the remote site when you turn your microphones back on.

Keep Objects Away from the Microphones

Avoid coughing into microphones, carrying on side conversations, rustling paper, or tapping objects near the microphones.

Maintain a Reasonable Distance

Before the conference starts, decide what is a reasonable view of the participants at the other end. In most conferences, you will want your main camera to display participants in a sitting position, from the waist-level up, including the tabletop. If your camera is focused too tightly (from the neck up on one speaker only), you will have to pan and refocus the camera frequently from one speaker to another.

Share Materials with All Sites

If written, graphical or computerized information will be used during the meeting, communicate the information with all sites, either by sending it in advance of the meeting or by using the system to transmit the material during the meeting.

Keep All Sites Involved

Direct comments and ask questions of people at all sites to encourage participation. Nameplates in front of each participant are helpful.

Clothing and Hair

Clothing patterns and colors will contribute a large amount to the quality of the video your location produces. DO NOT wear clothes with lots of designs or patterns. Plain, solid outfits with bold bright colors, except pure white, black and red, look the best.

The one thing that is hardest for compressed video to code is hair. Be sure hair is neat and away from your face. If your hair hangs close to your eyes, it may cause shadows, which make it hard to see facial expressions.

And last, don't forget...

- ➔ Put other meeting participants at ease.
- ➔ Respect other people's time and schedules.
- ➔ Presenters should repeat questions to ensure all attendees could hear.
- ➔ Use the system's capabilities effectively.
- ➔ Your videoconferencing system is simply another productivity tool (i.e. phone, fax, and computer). Use it to enhance your work and make your job easier.

16.0 TROUBLESHOOTING

Listed below are resolutions to common problems that could occur with the Regional Videoconferencing System. If these steps do not resolve the issue, please contact your site coordinator.

16.1 VIDEO PROBLEMS

No local PC or camera video on a monitor.

check the following:

- Verify the monitor is receiving power and the monitor is turned on.
- Verify the PC power switch is on and the system power cable is firmly seated in an electrical outlet.

Local monitor picture is bad.

try the following:

- Shutdown and restart the system.

Remote video quality is poor (but local video is good)

check the following:

- Is lighting adequate at the remote site.
- Is there a dark background at the remote site.
- Is there excessive movement at the remote site.
- Reconnect to the remote site.

AUDIO PROBLEMS

Remote audio not heard well.

check the following:

- Is the system volume control adjusted correctly?
- Is the remote site speaking into (or close) to a microphone?
- Is the remote sites microphone(s) in the cabinet?

Remote audio not heard at all.

check these conditions:

- The remote site may have muted its microphones. Ask someone at the remote site to press the mute button to test whether or not the microphone is muted.
- If the remote site cannot hear you, please check the above connections on your local system.

Echo during a point-to-point videoconference.

check these conditions:

- The remote site's volume may be turned up too high. Ask someone at the remote site to turn down his or her volume.
- Objects such as books and briefcases can cause echoes if they are placed too close to a microphone.
- Microphones may be too close together.

Echo during a multipoint videoconference.

check these conditions:

- Have all the other sites mute their microphones.
- Bring back each site one at a time. As each site is brought back, check for echoing by talking.
- When you hear an echo, have that site turn down its volume until it is gone.
- Continue until all sites are back and the echo is gone.



Note: *When you find a site causing an echo, do not assume that the problem is solved. Echo can be caused by more than one site.*

16.3 NETWORK DIALING PROBLEMS

When attempting to connect to another site, your local system display's "Call Rejected."

check these conditions:

- Both sites are attempting to call each other.
- Remote site does not have their system turned on.
- You are dialing the wrong number. See Speed Dial screen for MAG member agencies ISDN dial up numbers.

You are dialing at an incompatible line speed.

17.0 APPENDICES

A. TECHNICAL PREPARATION FOR A MEETING

Conference setup and testing

Local sites should power up the video system well before a meeting to ensure that everything is operating properly so when the meeting participants arrive, the room and videoconferencing equipment is ready for use. A site can call into another video system to test. If everything is OK during this test, your local site is ready for the conference. If there is a problem, please consult the TROUBLESHOOTING tip sheet in section 16 or call your site coordinator.

In the event of a multipoint conference, please make sure the system is turned on well before the planned start time. Please note that in a multipoint conference, the network will automatically call all sites at a pre-determined time. This may be the actual start time, or in some cases, a "set up" period of one hour or less before the meeting start time. If a video system is not on when the MCS calls a site, then you can try to connect them individually from the MCS or have them manually dial into their assigned bridge port for that meeting.

Effective Multipoint Conferencing

To prepare for large videoconferences, it is recommended that all participants dial into a Latitude audio conference from their meeting room phone. The purpose of the Latitude audio conference is to complete a pre-videoconference checklist (see page 61) with each site involved in the multipoint videoconference. The purpose of completing the pre-videoconference checklist is to confirm that all videoconference units are turned on, microphones out of the cabinet and placed properly on the meeting room table, camera position is good, etc. Also, the audio conference provides a venue for all participants to ask questions and for any problems to be addressed. Once all sites have confirmed that their videoconference unit is on and everything working the audio conference call is ended and the multipoint videoconference initiated.

Below are technical tips for a multipoint conference that will help ensure a smooth, seamless videoconference.

- Make sure all video sites have their system turned on prior to automated start time.
- If it is a large videoconference, make sure all sites mute their microphones unless they are speaking. The video bridge is "voice activated", so talking, rustling of papers, coughing, etc., will make the bridge switch to that site.
- Have the presenter "poll" each site for questions.
- Each site should have a sign displaying their agency and city.
- Make sure sites do not have their audio turned up too loud.
- Make sure anyone who is speaking is within range of a microphone.

- Unplug the analog line at the back of the videoconference system unit to limit phone interruption from unwanted solicitors.

Set up an Audio Conference

To schedule an audio conference, dial 602-261-7510. Enter your profile, which is obtained by the MAG Regional Videoconference System Office at 602-452-5095, and then follow the prompts. See the quick reference card in Appendix D. It helps to have a high quality speakerphone if you are inviting several meeting participants to a room to join the audio conference.

To integrate a Latitude Audio Conference call into a videoconference you can use the Phone-Add on the VTEL unit. You will need an external analog phone.

Begin by connecting the videoconference. Once the videoconference is up and running, connect the analog phone to the Phone input on the back of the VTEL unit. Using the phone dial out to the latitude 602-261-7510, enter your meeting ID, press * to stop the music (if there is music) and then go to **Call/Hang Up** and click on **Make Public**. Hang up analog phone.

Pre-Videoconference Check List

Multipoint Meeting

Number of Locations in Conference

Originating Site Coordinator

Telephone Number

E-mail address

Meeting Agenda Attached

Yes No (circle one)

Pre Test Start Time

Audio conference Call Telephone Number

Audio conference Call Meeting ID

<u>Location</u>	<u>Audio Test</u>	<u>Video Test</u>	<u>Microphone Placement</u>	<u>Camera Position</u>	<u>1FB Unplugged</u>
Apache Junt.	_____	_____	_____	_____	_____
Avondale	_____	_____	_____	_____	_____
Buckeye	_____	_____	_____	_____	_____
Carefree	_____	_____	_____	_____	_____
Cave Creek	_____	_____	_____	_____	_____
Chandler	_____	_____	_____	_____	_____
El Mirage	_____	_____	_____	_____	_____
Fountain Hills	_____	_____	_____	_____	_____
Gila River	_____	_____	_____	_____	_____
Gila Bend	_____	_____	_____	_____	_____
Gilbert	_____	_____	_____	_____	_____
Glendale	_____	_____	_____	_____	_____
Goodyear	_____	_____	_____	_____	_____
Guadalupe	_____	_____	_____	_____	_____
Litchfield Park	_____	_____	_____	_____	_____
MAG-Saguaro	_____	_____	_____	_____	_____
MAG-P. Verde	_____	_____	_____	_____	_____
Maricopa Cty	_____	_____	_____	_____	_____

<u>Location</u>	<u>Audio Test</u>	<u>Video Test</u>	<u>Microphone Placement</u>	<u>Camera Position</u>	<u>1FB Unplugged</u>
Mesa	_____	_____	_____	_____	_____
Paradise Vly	_____	_____	_____	_____	_____
Peoria	_____	_____	_____	_____	_____
Phoenix	_____	_____	_____	_____	_____
Queen Creek	_____	_____	_____	_____	_____
Scottsdale	_____	_____	_____	_____	_____
Salt River	_____	_____	_____	_____	_____
Surprise	_____	_____	_____	_____	_____
Tempe	_____	_____	_____	_____	_____
Tolleson	_____	_____	_____	_____	_____
Wickenburg	_____	_____	_____	_____	_____
Youngtown	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

B. QUICK REFERENCE CARDS FOR VIDEO CONFERENCE

Turning on the VTEL system

1. Turn on the monitor(s).
2. Take the wireless keyboard out of the cabinet.
3. Take microphones out of the cabinet and place them on the table facing away from the monitor(s) making sure they are spaced at least two feet apart. If your meeting room is small enough to only require one microphone, make sure to unplug the other microphone.
4. Turn on the system by pushing the power button on the front of the CODEC PC. The power button location varies and is either on the left or right side.
5. The system will boot up (hit cancel if it asks for a Windows password).
6. After the system has initialized you will see a camera view of your room on the monitor(s).
7. Position the camera to view the entire table.
8. If you have a document camera, ensure document camera is connected and turned on.
9. If you have a SMARTBoard, ensure SMARTBoard is connected and turned on.
10. Locate the video telephone number to call to establish the videoconference.

✓ ***Please check to insure each step has been verified.***

Microphone Placement _____

Audio Test _____

Video Test _____

Camera Position _____

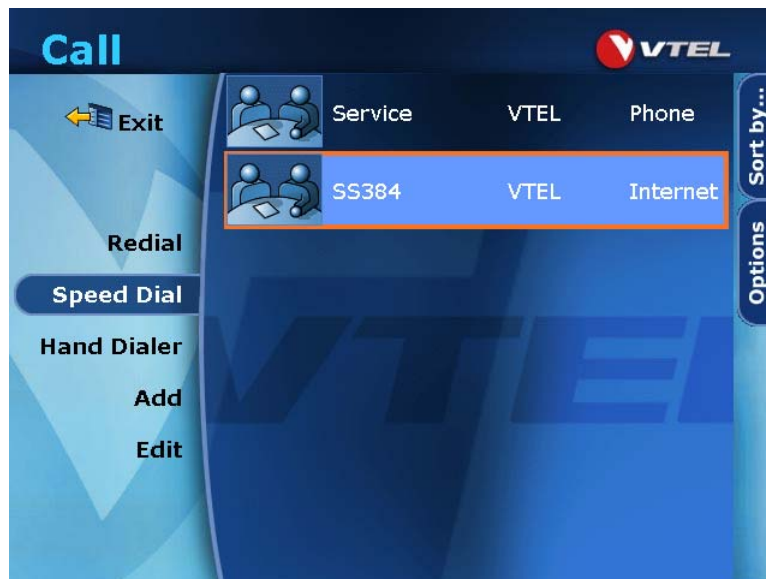
Picture In Picture On (single monitor) _____

Document Camera On _____

SMARTBoard On _____

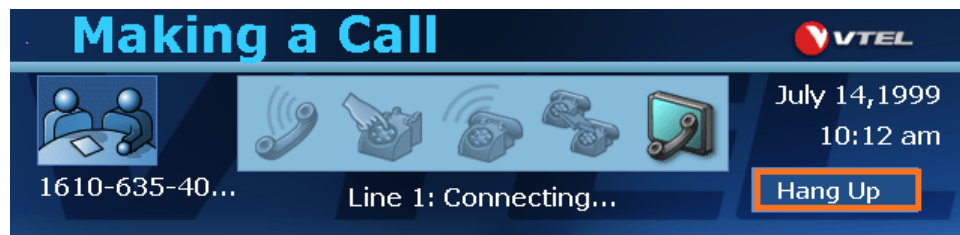
Speed Dialing a Call – Point-to-Point Calls

1. To get to the Speed Dial screen, press the **Call/Hang Up** button on the keyboard.
2. Using the trackball, left click on the “Speed Dial” option, which is second on the list on the left side of the **Call/Hang Up** screen.



Speed Dial Screen

3. Once the list of speed dial sites appears, double click on the site you wish to connect with.
4. The **Making A Call** screen will appear on the bottom of the monitor. As the call is being placed, you will see the images light up from the left to the right, beginning with the dialing of the phone, then ringing of the phone and finally, the two phones connecting. There will be approximately a thirty second delay and then you will hear a loud “Ding”. You are now able to begin your meeting.

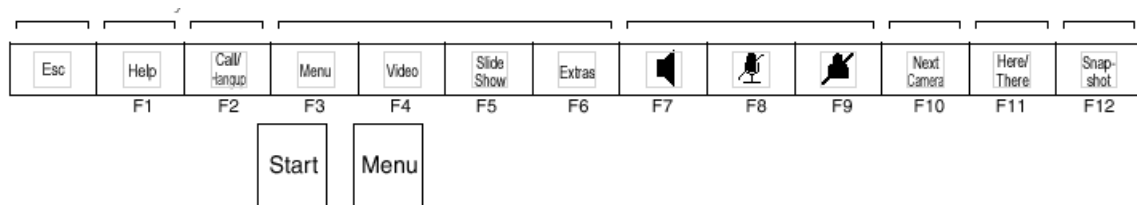


Making A Call Screen

Dialing a Call – Point-to-Point & Multi-Point Calls



<i>I Want To ...</i>	<i>Keyboard Command</i>	
<i>Exit out of any menu</i>	Esc	Esc
<i>Launch onscreen description of active screen</i>	Help	F1
<i>Launch call/address book screen or call status/hangup screen</i>	Call/Hang Up	F2



The **Hand Dialer** allows you to make an ad hoc point-to-point or multipoint.

- Select the **Hand Dialer**.
- Select the **ISDN** tab.
- Select the desired line speed (MAG calls are typically 384kbps) from the pull-down menu.
- Enter your call number by clicking on the number pad, or from your keyboard.
- **Backspace** and **Reset** are used if a wrong number is entered.



Hand Dialer Screen

Turning off the VTEL system

TO HANG UP A VIDEOCONFERENCE CALL, FOLLOW STEPS 1 – 5 BELOW.

1. Using the wireless keyboard, click the right trackball button to display the menu.
2. From the menu, choose **EXIT Vtouch**; this will close your program.
3. Next close all other open programs.
4. Left click on the Windows 98™ **Start** button, then select the **Shut Down** option.
5. Turn off the system by pressing the on/off switch to **Off**.



Note: Wait at least 30 seconds before you turn the system on again.

C. FORMS

The documents necessary for MAG to document video/teleconference are on the following pages. Each form includes a blank form for duplication and a completed sample form.

The forms are:

- Scheduling and Documenting Form
- Confirmation/Notification Form
- Site Certification For Non-MAG Regional Videoconferencing System Sites Form
- Site Information For MAG Regional Videoconferencing System Sites Form

SCHEDULING AND DOCUMENTING FORM (SAMPLE)

PART 1 SCHEDULING MEETINGS									
OSC Name: Heidi Pahl					OSC Phone Number: (602) 254-6300				
OSC Location: MAG Palo Verde room					Date of conference: July 9, 2002				
Type of Conference:			<input type="checkbox"/> Point-to-point	<input checked="" type="checkbox"/> Video					
			<input checked="" type="checkbox"/> Multipoint	<input checked="" type="checkbox"/> Audio					
Start time of conference: 10				<input checked="" type="checkbox"/> am	Stop time of conference: 12			<input type="checkbox"/> am	
				<input type="checkbox"/> pm				<input checked="" type="checkbox"/> pm	
Time Zone:		<input checked="" type="checkbox"/> AZ	<input type="checkbox"/> Pacific:	<input type="checkbox"/> Mountain:	<input type="checkbox"/> Central:	<input type="checkbox"/> Eastern:			
Identify participating sites, number of participants, whether each site is certified or not and if meeting room is available:									
Site	# of Participants	Certified Yes or No	Video or Audio Number To Dial	Meeting Room Available Yes or No					
Glendale - video	2	y	602 523-3040	y					
MAG Palo Verde - video	5	y	602 523-3041	y					
Surprise - video	3	y	602 523-3042	y					
Gila Bend - audio	1	y	602 261-7510	n/a					
Wickenburg - audio	2	y	602 261-7510	n/a					
MEETING INFORMATION									
Is it a MAG meeting or Non-MAG meeting (used for billing purposes): MAG Videoconferencing Marketing Meeting									
Is a phone add-on needed? If yes please specify the name of participant and their phone number. Yes									
Are there any sites that have not been certified? (Contact information) If yes, see Form Four, Certification No									
Is a trained user available to provide teleconferencing assistance, if necessary? Please circle one. Yes / No yes									
PART 2 DOCUMENTING MEETINGS									
About how many miles round trip would you estimate were saved by video or audio conferencing for this meeting? 372									
About how much travel time would you estimate was saved by video or audio conferencing for this meeting? Hours: _____ Minutes: 460									
Please Describe Any Technical Problems: None									
Signature <u>HPahl</u>					Date <u>July 9, 2002</u>				

SCHEDULING AND DOCUMENTING FORM

PART 1 SCHEDULING MEETINGS

OSC Name:		OSC Phone Number: (____) ____-____	
OSC Location:		Date of conference:	
Type of Conference:	<input type="checkbox"/> Point-to-point <input type="checkbox"/> Multipoint	<input type="checkbox"/> Video <input type="checkbox"/> Audio	
Start time of conference:	<input type="checkbox"/> am <input type="checkbox"/> pm	Stop time of conference:	<input type="checkbox"/> am <input type="checkbox"/> pm
Time Zone:	<input type="checkbox"/> AZ: <input type="checkbox"/> Pacific:	<input type="checkbox"/> Mountain: <input type="checkbox"/> Central:	<input type="checkbox"/> Eastern:
Identify participating sites, number of participants, whether each site is certified or not and if meeting room is available:			

Site	# of Participants	Certified Yes or No	Video or Audio Number To Dial	Meeting Room Available or No	Yes

MEETING INFORMATION

Is it a MAG meeting or Non-MAG meeting (used for billing purposes):

Is a phone add-on needed? If yes please specify the name of participant and their phone number.

Are there any sites that have not been certified? (Contact information) If yes, see Form Four, Certification

Is a trained user available to provide teleconferencing assistance, if necessary? Please circle one. Yes / No

PART 2 DOCUMENTING MEETINGS

About how many miles round trip would you estimate were saved by video or audio conferencing for this meeting?

About how much travel time would you estimate was saved by video or audio conferencing for this meeting?

Hours: _____ Minutes: _____

Please Describe Any Technical Problems:

Signature _____ Date _____

CONFIRMATION/NOTIFICATION (SAMPLE)

OSC Name: Heidi Pahl				Date of conference: July 9, 2002					
Start time of conference: 10	x	am		Stop time of conference: 12		am			
		pm				pm			
Time Zone:	Pacific:		Mountain:		Central:		Eastern:		AZ:

For a multipoint videoconference call you will need the following information:

Video numbers to dial into the MCS (if applicable)		
602 523-3040	Glendale	
602 523-3041	MAG Palo Verde	
602 523-3043	Surprise	
Password to get into the MCS (if necessary)	no password	

For an audio conference call you will need the following information:

Audio number to dial into the ACS	602 261-7510
Audio conference meeting ID	1259

The HSC will be responsible for site certification, if necessary, because of the location of the MCS. Site certification is required for all new sites (See Site Certification Form)

Connection/Testing Time	
Site A	Glendale
Date:	July 5, 2002
Time:	10:00 a.m.
Site B	MAG Palo Verde
Date:	July 5, 2002
Time:	10:30 a.m.
Site C	Surprise
Date:	July 5, 2002
Time:	11:00 a.m.
Site D	
Date:	
Time:	

CONFIRMATION/NOTIFICATION

OSC Name:				Date of conference:					
Start time of conference:		am		Stop time of conference:		am			
		pm				pm			
Time Zone:	Pacific:		Mountain:		Central:		Eastern:		AZ:

For a multipoint videoconference call you will need the following information:

Video numbers to dial into the MCS (if applicable)		
Password to get into the MCS (if necessary)		

For an audio conference call you will need the following information:

Audio number to dial into the ACS	
Audio conference meeting ID	

The HSC will be responsible for site certification, if necessary, because of the location of the MCS. Site certification is required for all new sites (See Site Certification Form)

Connection/Testing Time	
Site A	
Date:	
Time:	
Site B	
Date:	
Time:	
Site C	
Date:	
Time:	
Site D	
Date:	
Time:	

SITE CERTIFICATION FOR NON-MAG REGIONAL VIDEOCONFERENCING SYSTEM SITES FORM (SAMPLE)

Contact Information	
Location of Video Site	University of Connecticut, CT Storrs
Contact Person	Max Field
Contact Phone Number with Area Code	860 486-2530
Contact Fax Number with Area Code	860 486-9999
Contact E-mail	lcmax@uconnvm.uconn.edu
Name of Secondary Contact	Lance Nye
Phone Number of Secondary Contact	860 486-3007
Teleconferencing Information	
Type of Videoconferencing Equipment	PictureTel Concorde 4500
Were There Any Software Revisions? If Yes to What Level	N/A
Available Peripheral Equipment	Document camera and laptop
Number to Establish Call with Videoconferencing Equipment	860 486-7100
H.320 or H.323 Connection	H.320
Type of Network	ISDN BRI
Bandwidth (Kbps)	384 kbps
Name of Long Distance Carrier	AT&T
Name of Local Exchange Carrier	SBC

SITE CERTIFICATION FOR NON-MAG REGIONAL VIDEOCONFERENCING SYSTEM SITES FORM

Contact Information	
Location of Video Site	
Contact Person	
Contact Phone Number with Area Code	
Contact Fax Number with Area Code	
Contact E-mail	
Name of Secondary Contact	
Phone Number of Secondary Contact	

Teleconferencing Information	
Type of Videoconferencing Equipment	
Were There Any Software Revisions? If Yes to What Level	
Available Peripheral Equipment	
Number to Establish Call with Videoconferencing Equipment	
H.320 or H.323 Connection	
Type of Network	
Bandwidth (Kbps)	
Name of Long Distance Carrier	
Name of Local Exchange Carrier	

SITE INFORMATION FOR MAG REGIONAL VIDEOCONFERENCING SYSTEM SITES FORM (SAMPLE)

Site Contact Information	
Location of Site	MAG Palo Verde Room
Full Address of Site	302 N. 1 st Ave. Ste. 200, Phoenix, AZ 85003
Site Coordinator Name	Heidi Pahl
Site Coordinator Phone Number	602 254-6300
Site Coordinator Fax Number	602 254-6490
Site Coordinator Additional Numbers (i.e. pager, cell phone #s)	602 452-5016 (direct dial)
Site Coordinator E-mail	hpahl@mag.maricopa.gov
Name of Backup Site Coordinator	Craig Chenery
Backup Site Coordinator Phone Number	602 254-6300
Backup Site Coordinator Fax Number	602 254-6490
Backup Site Coordinator E-mail	cchenery@mag.maricopa.gov
Site Profile Information	
Type of Videoconferencing Equipment	VTEL Galaxy 2500
Equipment Serial Numbers	See system acceptance documentation
Were There Any Software Revisions? If Yes to What Level	Yes, to Galaxy Rev. 2.2
Available Peripheral Equipment	Electronic whiteboard
Number to Establish Call with Videoconferencing Equipment	602 382-2578
Name of Long Distance Carrier	Sprint

SITE INFORMATION FOR MAG REGIONAL VIDEOCONFERENCING SYSTEM SITES FORM

Site Contact Information	
Location of Site	
Full Address of Site	
Site Coordinator Name	
Site Coordinator Phone Number	
Site Coordinator Fax Number	
Site Coordinator Additional Numbers (i.e. pager, cell phone #s)	
Site Coordinator E-mail	
Name of Backup Site Coordinator	
Backup Site Coordinator Phone Number	
Backup Site Coordinator Fax Number	
Backup Site Coordinator E-mail	

Site Profile Information	
Type of Videoconferencing Equipment	
Equipment Serial Numbers	
Were There Any Software Revisions? If Yes to What Level	
Available Peripheral Equipment	
Number to Establish Call with Videoconferencing Equipment	
Name of Long Distance Carrier	

D. QUICK REFERENCE CARD FOR AUDIO CONFERENCE

To Access MeetingPlace Through Your Profile



1. Dial the MeetingPlace phone number _____.
2. Press **2**, and then enter your profile number _____ #.
3. Enter your password _____ #.
4. Select one of the following options:

1

Attend a Meeting

• Enter meeting ID number

Detailed In-Meeting Features

Press **#** then...

- 0** Assistance
- 1** Breakout sessions:
 - 1** - **9** choose breakout
 - 0** return to main meeting
- 2** Who's talking
 - 1** Roll call
- 3** Dial out to party or team
 - 1** Phone number
 - 2** Team
 - 3** Missing invitees
 - 9** MeetingPlace server
- 4** Admittance options:
 - 1** Lock meeting
 - 2** Admit party
 - 3** Delete last party
 - 4** Open/close meeting
 - 5** Manage waiting room
- 5** Mute/Unmute phone
- 6** MeetingNotes:
 - 1** Record on/off
 - 2** Meeting name
 - 3** Meeting agenda
 - 4** Meeting message
 - 5** Meeting comments
 - 6** Meeting attachments
- 7** Q & A options
 - 1** Ask a question
 - 2** Cancel a question
 - 3** Relinquish floor
 - 4** Determine position
 - 9** Controller options
 - 1** Clear floor
 - 2** Clear line
 - 3** Add next in line
 - 4** Disable Q & A
- 9** Depart meeting
- *** Interrupt prompt and return to meeting

2

Schedule, Reschedule or List Meetings

- 1** Schedule immediate meeting
- 2** Schedule future meeting

Enter:

 - Month
 - Day
 - Start time
 - Length of meeting
 - Number of locations

MeetingPlace confirms the meeting

 - Record meeting name and agenda
 - Keep meeting ID or select vanity ID

Meeting preferences (this meeting only):

 - Entry/Departure announcements
 - Security options
 - MeetingNotes recording options
- 3** Reschedule meeting

Enter:

 - Month
 - Day
 - Meeting ID number
 - 1** Meeting preferences
 - 2** Meeting name or agenda
 - 3** Meeting ID/password
 - 4** Date, time, length, locations
- 4** List meetings you have scheduled or have been invited to.

3

User Profile Settings and Meeting Preferences

- 1** Profile settings:
 - 1** Password
 - 2** Profile name
 - 3** Proficiency level
 - 4** Telephone number
 - 5** Fax number
 - 6** Meeting attendance
 - 7** Meeting notification
- 2** Meeting preferences (for all meetings):
 - Entry/Departure announcements
 - Security options
 - MeetingNotes options
- 3** Record a team name

4

Review MeetingNotes Recordings and Other Attachments

Enter:

- Month
 - Day
 - Meeting ID number
- 1** Review meeting and meeting materials:
 - 1** Listen to meeting recording
 - 1** Rewind
 - 2** Pause
 - 3** Fast forward
 - 2** Listen to roll call
 - 3** Access meeting agenda
 - 4** Record, delete, or listen to meeting messages
 - 5** Access meeting comments
 - 6** Request meeting attachments
 - 7** Listen to meeting information
 - Listen to a different meeting
 - 2** Meeting posting options
 - 3** Delete recordings, comments, and attachments

MeetingPlace

Telephone Access Quick Reference Card

† If you want to listen to a MeetingPlace Quick Tour, press **9** after dialing the MeetingPlace phone number.



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To Schedule a Conference Call



1. Dial the MeetingPlace phone number_____.
2. Press **2**, and then enter your profile number_____**#**.
3. Enter your password_____**#**.
4. Press **2** to schedule a conference call.
5. Follow the prompts to set the month, day, start time, length, and number of locations.

To Schedule an Immediate Meeting



1. Follow steps 1 through 4 above.
2. Press **1** to schedule an immediate meeting.
3. Press **1** for a standard meeting or **2** for a longer meeting.
4. Once you have entered the meeting, press:
3 1 to add an individual or
3 2 to add a team.
5. Enter the phone number of the individual or the number of the team that you want to add to the meeting, and then follow the prompts.

To Record a Meeting Name



1. Call the MeetingPlace system, and access your profile.
2. After entering your profile number and password, press **2**.
3. Press **3** for the rescheduling options.
4. Enter the month and then the day of the meeting. Press **#** after each.
5. Press **1** and then enter the meeting ID followed by **#**.
6. *For recurring meetings only*—Select which session of the recurring meeting you want to name. If you want to use the same name for each session, select the first meeting in the series.
7. Press **3 2 1** during the meeting ID verification prompt.
8. When prompted, record the meeting name followed by **#**.
9. Press **1** to keep the recording.
10. *For recurring meetings only*—Press **1** to use the recorded name for each session of the recurring meeting, or press **2** to use the name for this session only.



E. GLOSSARY

Audio Conference Server (ACS)

The ACS allows sites to participate in audio conference meetings with three or more sites in one audio conference.

Bandwidth

The amount of data that can be transmitted through a connection, generally described in terms of thousand (k) or million (M) bits of data per second. The higher the bandwidth, the more data that can be transmitted at the same time. Increased bandwidth results in increased video and audio quality in a videoconference.

Bridge

A device, also referred to as a Multipoint Conference Server (MCS), to link three or more videoconferencing rooms into a single videoconference. Video switching between rooms may be voice-activated.

CD-ROM

Compact Disk-Read Only Memory, a high-capacity disk capable of storing multi-media (text, images, video, audio, etc.) for playback. The CD ROM is primarily used for storing presentations.

Certified Partnered Sites

A partnered site is a site that is outside the MAG Regional Videoconference System network and not directly under the control of any of the MAG end site coordinators, but is certified.

CODEC

Compressor/DECompressor, is a device that converts analog video and audio signals to digital signals and compresses them for transmission from the originating site. The CODEC at the receiving site converts and decompresses the signal back to analog video and audio signals for video monitors and audio speakers.

Compression

The process of reducing the data size of a signal so that it occupies less space on a transmission channel or storage device and a fundamental concept of video communications.

Continuous Presence

In continuous presence mode, the monitor is divided into four equal size quadrants (Hollywood Squares). The MCS administrator assigns each quadrant to a site when scheduling the multipoint call. Site assignment must be done in advance of the meeting. In continuous presence mode one of the quadrants can be designated as a voice activated quadrant (VAQ). This means that whenever a person at a site, not already assigned to a quadrant, speaks, the MCS will automatically switch to the speaker, allowing all other sites to see the person in the VAQ.

Document Camera

A device used to display documents in a videoconference, similar to an overhead projector.

H.320

H.320 is the International Telecommunications Union (ITU) standard for video and audio transmission between CODECs of different manufacturers using Public Switched Telephone Network (PSTN).

H.323

H.323 is the International Telecommunications Union (ITU) standard for video and audio transmission between CODECs of different manufacturers using Internet Protocol (IP).

Hub Site Coordinator (HSC)

The HSC is the single point of contact at the MAG or hub site location.

Iris

The iris controls the amount of light allowed on the monitor.

ISDN

ISDN (Integrated Services Digital Network) is a type of digital telephone service or network that MAG uses for videoconferencing applications.

kbps (kilobits per second)

This is a unit of data that can be transferred over a digital phone connection. One kbps equals 1,000 bits per second.

MAG meeting

A teleconference meeting on MAG issues. MAG business meetings will be paid for by MAG.

Main Monitor

Typically the left hand monitor on a VTEL two-monitor system. Displays far-site video.

Mbps (megabits per second)

One Mbps equals 1,000,000 bits per second.

Monitor

Video display screen.

Multipoint Conference Server (MCS)

This device, frequently referred to as a “bridge”, links three or more videoconferencing systems in one videoconference (see Bridge).

Multipoint Videoconferencing

Multipoint videoconferencing refers to videoconferencing three or more sites through a Multipoint Conference Server (MCS) or bridge.

Non-certified site

A non-certified site is a new video site with whom none of the MAG or MAG member agency sites have ever teleconferenced. Since little or nothing is known about the non-certified site, we need to collect contact and video site information on the site.

Non-MAG meeting

A teleconference meeting not on MAG issues. Non-MAG business meetings will not be paid for by MAG.

Originating Site Coordinator (OSC)

The OSC is the site coordinator from one of the 27 end sites that would like to originate a conference. Keep in mind that each end site will provide an end site coordinator (and backup) as the single point of contact for that end site and that site coordinators will have certain responsibilities to ensure the Regional Teleconferencing System is a success.

Pan

Movement of a camera left and right.

Peripherals

Additional features that can be added to your basic videoconferencing unit, such as a SMART Board, document camera or VCR.

Picture-in-Picture (PIP)

Allows viewing Here (local) and There (remote) camera shots simultaneously on the same monitor by inserting one picture into a window inside the other. The PIP insert can display the video you are sending to the remote site or be swapped to display the video you are receiving.

Point-to-Point Videoconferencing

Point-to-Point videoconferencing is videoconferencing between two locations without going through the Multipoint Conference Server.

PSTN

PSTN (Public Switched Telephone Network) is the world's collection of interconnected voice-oriented public telephone networks, both commercial and government-owned. It's also referred to as the Plain Old Telephone Service.

Real-Time

The processing of information that returns a result so rapidly that the interaction appears to be instantaneous. Telephone calls and videoconferencing are examples of real-time applications. These kinds of real-time information not only need to be

processed almost instantaneously, but it needs to arrive in the exact order it's sent. A delay between parts of a word, or the transmission of video frames out of sequence, makes the communication unintelligible. The telephone network is designed for real-time communication.

Remote Camera Control

Provides the ability to control the movement of cameras at the remote site.

Sharing

Sharing provides the ability for participants to actively view and modify the same document in real-time. Applications could include but are not limited to word processing documents, spreadsheets or graphics.

Single Point of Contact (SPOC)

SPOC is the main point of contact for all site users for system scheduling, room scheduling (scheduling room other than videoconferencing needs), system assistance, trouble reporting. The site coordinator is the SPOC and should be responsible for backup coordinators, in delivering new information on site, and should be the liaison between their location and the hub site.

Site Coordinator

A site coordinator is the single point of contact at each end site, who administers the videoconference and audio conference system and assists end users when necessary.

SMART Board

A whiteboard whose image is electronically transmitted and displayed on the graphics (right) monitor at the remote and local sites. Participants at the remote sites can modify and annotate the displayed image.

Snapshot

A snapshot is a high-resolution still picture that can be taken during a call or in idle state and can be shared between participants.

Stylus

An electronic pen that is used for operating the education tablet.

Tilt

Movement of a camera up and down.

Transmission Speed

The data rate for videoconferencing, usually expressed in kilobits per second.

Videoconferencing

An interactive telecommunication mode which permits real-time, face-to-face video and audio communication among participants. It can also include other media such as graphics and computer images.

Video/teleconference

Includes video and audio conferencing.

Voice-Activated Switching (VAS)

A switching mode in a multipoint call. When a person talks, the MCS will automatically switch to the speaker, allowing all other sites to see that person.

Whiteboarding

A term used to describe the placement of shared documents on an on-screen “shared notebook” or “whiteboard”. Videoconferencing software includes “snapshot” tools that enable you to capture entire windows or portions of windows and place them on the “whiteboard”. Participants can also use familiar Windows operations (cut and paste) to put snapshots on the whiteboard. Participants work with familiar tools to mark up the electronic whiteboard much like they do with a traditional wall-mounted board.

F. EVALUATION FORM

MAG Videoconference Training

-- Evaluation Form --

Date of Course: _____

Instructor: _____

Location: _____

Please help us to improve MAG's Videoconference Training course by answering the following questions.

The Course

- | | | | | | |
|--------------------------------|--------------------------------------|---------------------------------|--------------------------------|--------------------------------|---|
| Pace of the course | <input type="radio"/> Excellent | <input type="radio"/> Very Good | <input type="radio"/> Good | <input type="radio"/> Fair | <input type="radio"/> Poor |
| Clarity of the content | <input type="radio"/> Excellent | <input type="radio"/> Very Good | <input type="radio"/> Good | <input type="radio"/> Fair | <input type="radio"/> Poor |
| Level of participation | <input type="radio"/> Excellent | <input type="radio"/> Very Good | <input type="radio"/> Good | <input type="radio"/> Fair | <input type="radio"/> Poor |
| Training will be useful for me | <input type="radio"/> Strongly Agree | <input type="radio"/> Agree | <input type="radio"/> Somewhat | <input type="radio"/> Disagree | <input type="radio"/> Strongly Disagree |
| Expectations were met | <input type="radio"/> Strongly Agree | <input type="radio"/> Agree | <input type="radio"/> Somewhat | <input type="radio"/> Disagree | <input type="radio"/> Strongly Disagree |
| I enjoyed today's training | <input type="radio"/> Strongly Agree | <input type="radio"/> Agree | <input type="radio"/> Somewhat | <input type="radio"/> Disagree | <input type="radio"/> Strongly Disagree |

The Instructor

- | | | | | | |
|---------------------------|--------------------------------------|-----------------------------|--------------------------------|--------------------------------|---|
| Knew the subject well | <input type="radio"/> Strongly Agree | <input type="radio"/> Agree | <input type="radio"/> Somewhat | <input type="radio"/> Disagree | <input type="radio"/> Strongly Disagree |
| Created a good atmosphere | <input type="radio"/> Strongly Agree | <input type="radio"/> Agree | <input type="radio"/> Somewhat | <input type="radio"/> Disagree | <input type="radio"/> Strongly Disagree |
| Hands-on Training | <input type="radio"/> Strongly Agree | <input type="radio"/> Agree | <input type="radio"/> Somewhat | <input type="radio"/> Disagree | <input type="radio"/> Strongly Disagree |

The Training Materials

- | | | | | | |
|-----------------------------|---------------------------------|-----------------------------------|------------------------------------|----------------------------|----------------------------|
| Overall Training Kit Rating | <input type="radio"/> Excellent | <input type="radio"/> Very Good | <input type="radio"/> Good | <input type="radio"/> Fair | <input type="radio"/> Poor |
| Organization of Materials | <input type="radio"/> Excellent | <input type="radio"/> Very Good | <input type="radio"/> Good | <input type="radio"/> Fair | <input type="radio"/> Poor |
| Content | <input type="radio"/> Excellent | <input type="radio"/> Very Good | <input type="radio"/> Good | <input type="radio"/> Fair | <input type="radio"/> Poor |
| Level of Information | <input type="radio"/> Too Basic | <input type="radio"/> About Right | <input type="radio"/> Too Advanced | | |
-

Does the Training class provide enough detail on the subject matter? Please explain.

Do you feel comfortable setting up and holding your own videoconference?

Additional Comments

How can we improve the Videoconference Training?

Do you have any overall improvements/suggestions?

Please complete and return this form to:

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